

SEYMOUR DUNCAN LIMITED WARRANTY

Seymour Duncan stands firmly behind the quality of our products

For pickups bought from an authorized Seymour Duncan dealer in the USA, during the first three weeks after your purchase, if you're not 100% satisfied with the sound of your pickup, you can exchange it through our 21 Day "Real World" Exchange Policy. Any factory defective product will be repaired or replaced at our discretion.

Seymour Duncan will not accept an exchange if we determine the pickup has been abused. Any physical modifications, for example, changing the original wire set up, removing tape from the pickup, damaging the bottom plate in any way, or smashing your guitar into the drum kit will void the warranty. Pickups that have excessive cosmetic damage cannot be returned. Other restrictions may apply.

Each 21 Day return must have a Returned Merchandise Authorization (RMA) number, and must be shipped freight prepaid to us with the RMA number clearly marked on the outside of the shipping box. Any packages shipped to Seymour Duncan without a visible RMA number will be refused and returned freight collect to the sender. The original, dated sales receipt must accompany each return showing that the pickup was purchased from an authorized USA Seymour Duncan dealer within three weeks from the issuance of the RMA number. Please allow up to three weeks for your 21 Day or factory defective exchange to be processed. Please follow these steps:

1. Call Seymour Duncan Customer Service at (805) 964-9610 (M-F 8-5 Pacific) for an RMA number;
2. Package the pickup(s) securely and write the RMA number on the outside of the box;
3. Enclose the original, dated store receipt;
4. Ship your return to:
Seymour Duncan
5427 Hollister Ave
Santa Barbara, CA 93111
5. Hint: Use a shipping service that allows you to track your return so you can confirm we received your package.

The 21 Day policy applies to pickups only: not stompboxes. Stompboxes carry a one-year limited warranty. Please see the product manual for details. Product manuals are available on-line, easily accessible from the stompbox page.

If you purchased your pickup or stompbox outside the USA, please contact your local distributor for the specific warranty details in your country. If you live outside the USA and you purchased your pickup or stompbox from a USA dealer and it goes down, it gets tricky and expensive very fast. You can send it back to the USA dealer – most likely at your expense – who will then return it to us. We'll re-ship it to the USA dealer at our expense, but you'll likely have to pay shipping back to you (again). The moral of the story: support your local dealer.

Original equipment pickups sold as "stock" on any guitar or bass are not eligible for exchange or for warranty repair. Please contact the instrument manufacturer for questions involving returns or repairs.