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Trevor James Instruments Quality Guarantee

Worldwind Music Ltd guarantees that Trevor James instruments are free from defects in material and workmanship, subject to the conditions and limitations set forth below. Worldwind Music Ltd will, at its option, either repair or replace any part of its instruments that prove defective by reason of improper workmanship or materials. Repaired parts or replacement instruments will be provided by Worldwind Music Ltd. on an exchange basis, and will be either new or functionally equivalent to new. This guarantee does not cover any damage to this product that results from accident, abuse, misuse or any unauthorized disassembly, repair or modification.

1. Trevor James instruments are covered by this guarantee for 2 years parts and labour, with further 3 years parts only, from the date of original purchase. During the initial 2 year period, if the product proves defective in materials or manufacture, the original purchaser must contact the retailer from where they purchased the new instrument within 30 days of the fault occurring. If the instrument has been sold on by the original purchaser then the instrument should be taken to the nearest Trevor James stockist. Please ask the retailer to arrange for the instrument outfit to be returned to Worldwind Music Ltd. having first obtained a designated returns number from Worldwind Music Ltd. If the purchase of this instrument has been obtained outside the UK, any return should be organised by the appointed Worldwind Music Ltd. representative in that territory.
2. All claims under this guarantee must be referred to Worldwind Music Ltd for assessment. Any work not undertaken or pre-approved in writing by Worldwind Music Ltd. will invalidate the guarantee. The decision to repair or replace a defective instrument shall be at the sole discretion of Worldwind Music Ltd.
3. During the extended 3 year period, parts only will be replaced and labour costs will become chargeable. This shall constitute our sole obligation under this guarantee.
4. The guarantee covers normal use only and does not cover faults caused by wilful damage, neglect, misuse (including inappropriate cleaning*), failure to use the instrument for its normal purpose, use in abnormal conditions, accidental breakage and other events out of the manufacture's control. **Please refer to the recommended Care & Maintenance information contained within the Guide included with your instrument..*
5. The guarantee does not cover any instrument where the product or serial number has been modified, altered or transformed in any way, without the prior consent of Worldwind Music Ltd.
6. The extended 3 year guarantee does not cover silver-plating, lacquer, pads, felt and cork. Nor does it cover periodic servicing and repair due to normal wear.
7. If a claim is made under this guarantee and the defect is not found to be due to faulty materials or manufacture, Worldwind Music Ltd. reserve the right to charge the customer at the current hourly rate and list prices in respect of any Worldwind Music Ltd. technician's time or replacement parts, plus postage.
8. No labour costs will be reimbursed under this guarantee, unless prior agreement has been obtained from Worldwind Music Ltd.
9. This guarantee does not cover any rights other than those expressly set out above and does not cover any claims for consequential loss or damage.
10. The guarantee is in addition to and does not affect your statutory rights.

Guarantee Claim Procedure and Requirements

To obtain guarantee service, you may return a defective product, freight-pre-paid and insured, to the authorized Trevor James dealer or distributor from which you purchased the Trevor James instrument. You must include a detailed description of the problem that you are experiencing along with the Owner Guide which accompanied the instrument as the rear of this document provides us with detailed product information. You must also include proof of the date of original purchase from a retailer.