



## **Bedell Guitar Limited Lifetime Warranty**

**Thank you for joining the Bedell Guitar journey. What started as amazing trees growing in our forests have been reborn in your Bedell. The Seed to Song Journal available on the [bedellguitars.com](http://bedellguitars.com) website tells the story of the journey of your instrument. The Bedell Guitar Owner's Manual, also available on the website, provides the steps that must be taken to nurture and protect your guitar for timeless playing and ever enhancing sound. Lastly, we invite you visit the Warranty Registration section on the Bedell site. For your warranty to be valid you must register within 30 days of your purchase.**

New Bedell - Made in USA - Guitars are warranted to be free of defects in materials and workmanship throughout the lifetime of the original owner. This Warranty does extend only to the original owner of the guitar that has been purchased through an authorized Bedell dealer. This is a limited lifetime warranty and, as such, it is subject to the limitations and exclusions set forth below. In addition to materials and workmanship, Bedell offers a 2-year warranty on tuning machines and factory installed electronics packages. Cases and bags are subject to a 1-year warranty covering defects in structure and hardware. This warranty is only applicable within the USA. As laws and regulations vary in different countries, International claims are to be processed through your in country authorized Bedell Dealer or Distributor.

### **Claiming your warranty**

Although it is rare, should you need to make a warranty claim, we make it easy. Your first step must be to contact our Bedell Customer Service Team by emailing [bedellinfo@twooldhippies.com](mailto:bedellinfo@twooldhippies.com) or giving us a call at 888.234.2210. Do not send your Bedell Guitar to our Bend, Oregon workshop without a Return Merchandise Authorization (RMA). First, our Bedell Customer Service Team will discuss with you, your concerns with your guitar. In many cases your local Bedell dealer will be qualified to make the necessary adjustment and set-up improvements. If it is determined your instrument needs to be returned to our workshop, the Bedell Customer Service Team will issue a Return Merchandise Authorization. All transportation and insurance associated with warranty claims are the responsibility of the purchaser. Packing instructions will accompany your RMA. Please be careful with packing. Bedell Guitars cannot be responsible for shipping damages associated with poor packaging or mishandling. Warranty claims will be inspected by a Bedell Service and Repair Technician prior to authorization of warranty repair or replacement of an instrument. Obviously, our goal is to repair your instrument and return it to you as quickly as possible. Should the issue with your guitar be covered by warranty, but be fatal, Bedell Guitars will replace it with as close to the same model as is possible. Given the uniqueness of each piece of wood, and our commitment to Seed-to-Song sourcing, we may have to work with you to determine the appropriate replacement of a similarly valued instrument.

### **Limitations and Exclusions:**

**Please make sure to thoroughly review your instruments need for care in the Bedell Owner's Manual.**

Under the following circumstances this warranty will be void:

1. Damages due to misuse or neglect resulting in, but not limited to, warping /cracking of woods or cracks/discoloration in finish.

2. Damages resulting from exposure to extreme humidity, dryness or temperatures.
3. Wear and tear resulting from normal use such as fret wear, saddle wear and nut wear; strings and batteries.
4. Missing or altered serial number.
5. Damages as a result of customization/modification not done by Bedell craftsmen.
6. Tonal characteristics.

**BEDELL GUITARS (TWO OLD HIPPIES LLC) SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING IN - BUT NOT LIMITED TO - LOSS OF INCOME, SATISFACTION, PROPERTY OR TIME DUE TO THE FAILURE OF THIS PRODUCT AS A RESULT OF DEFECTS.**

**BEDELL GUITARS MAKES NO OTHER WARRANTIES OF ANY KIND FOR ITS PRODUCTS. ANY IMPLIED OR EXPRESSED WARRANTIES ARE HEREBY EXCLUDED FROM THIS WARRANTY. ALL WARRANTIES OF MERCHANTABILITY OR FITNESS FOR ANY PURPOSE OF WHICH EXCEEDS THE EXPRESSED LIMITATIONS OF THIS WARRANTY ARE HEREBY EXCLUDED. WITHIN THE LAWS OF SOME STATES AND COUNTRIES EXCLUSION AND/OR LIMITATIONS ARE NOT ALLOWED IN WHICH CASE THE ABOVE STATEMENT MAY NOT APPLY TO YOU.**

This warranty applies to all Bedell Guitars manufactured after January 1st 2014 and purchased and serviced within the United States of America. All warranties outside of the USA are defined by the authorized dealer or distributor of that particular country or region and may vary in terms and/or length from the above.

EFFECTIVE DATE: January 1, 2014

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