

**Please print, complete and return this form with any instrument you wish to have repaired under the terms of a manufacturer's warranty.**

**Instruments returned without the below information will not be accepted (if you do not have access to a printer please answer all the below questions in a covering letter)**

All warranty is "return to base". The customer must deliver and collect the item from Karacha Music Ltd. If this is not possible Karacha can collect or deliver an instrument for £10.00 one way or £20.00 for collection and return delivery.

Warranty work will be carried out free of charge if a part failure has occurred. If a part failure has not occurred e.g. the instrument has been damaged by accident (**Examples of cases usually not covered by warranty:** chipping cork on a clarinet joint by putting it together incorrectly - bending a key- chipping paint off a guitar.) or no problem exists a reasonable charge will be requested before the instrument is returned. If the problem is clearly caused by damage and we believe it will cost more than £20 to fix, the option of having the instrument returned unfixed will be offered before any repairs are carried out. If you know the damage has occurred by accident please contact us and we may be able to help you have your instrument fixed at a reduced cost, please do not send an instrument back under warranty if you know the damage has occurred due to damage or misuse, the repairers can easily distinguish a genuine parts failure and a problem caused by damage.

Warranty work usually takes 21 days but may take up to 30 days. 12 month warranty period begins from the day the instrument is delivered to the customer. Please ensure all items returned for warranty work are thoroughly packaged, Karacha Music Ltd is in no way responsible for any damage which incurs to an instrument when it is being returned to us.

**Warranty work is the responsibility of the manufacturer, not the retailer, however Karacha is happy to facilitate free of charge. If you wish you may approach the manufacturer direct.**

Please call Karacha on 0845 200 83 43 before returning an instrument, we may be able to send a replacement part etc and avoid the need to return the instrument.

Please return all instruments to: Contact us for the correct address, many instruments will be required to go directly to the manufacturer or their appointed repairer.

Customer Name:

Order Number:

Date Ordered:

Contact Number:

Contact Email:

Return Address:

**Have you paid to have the item collected by DHL: YES / NO I returned the item myself**

**Have you included £10 for return postage (please circle the answer which applies below):**

- 1) *YES - cheque payable to "Karacha Music Ltd"*
- 2) *No I have already paid over the phone by card.*
- 3) *No please contact me to pay for return postage*

**Instrument Name (please include brand and colour, if a serial number is present please also include this eg. Encore E6 Electric Guitar – Blue - 0015672):**

**Please describe below as accurately as possible the problem you are experiencing with the instrument:**

**If you believe a particular part to be faulty please tell us which part:**

**Please sign and date below to confirm the terms of warranty are understood:**

Signed:

Date:

***\*\*To be completed by karacha\*\****

Instrument received on date:

Return postage confirmed as paid:

Instrument sent to manufacturer / passed to our workshop on:

Was the issue with the instrument confirmed as under warranty work?

If not, please make notes below, inform customer of any charges and indicate when charges have been paid:

Instrument returned to customer on date (please include dhl confirmation code):

**Once returned move this form to completed warranty and update online notes**