

Manufacturer's guarantee

The digital pianos manufactured by GEWA are built to meet top-notch quality requirements. To ensure long-term enjoyment of your instrument, we as the manufacturers give the following manufacturer's guarantee, independently from the seller's statutory compensation obligations.

This guarantee is an additional, independent guarantee undertaking. In case of deficiencies of the purchased object, you are therefore entitled to unrestrictedly claim your legal claims for compensation, i.e. subsequent performance (cure), revocation, reduction of the purchase price, damages or remuneration in accordance with § 437 BGB¹⁾, independently from occurrence of the guarantee case and claiming of the guarantee.

Declaration of guarantee

GEWA guarantees for a two-year guarantee period starting with the purchase date of the newly manufactured product (first purchase) independently from the statutory compensation claims, that digital pianos of the series

DP3xxG
UP3xxG
UP4xxG

have no deficiencies either in regard to their material or to their manufacturing.

Deficiencies not due to material or manufacturing faults shall not be covered by the guarantee. This in particular applies to defects and damages due to improper handling (e.g. disregard of the specifications given regarding storage, installation or usage, and of cleaning and maintenance instructions, or due to connecting to an unsuitable power cable or external appliance), to external influences (e.g. fire, water or stroke of lightning), to external handling by a person who is not authorized by the manufacturer (e.g. by an attempt at repair or by opening the digital piano).

Wear parts, e.g. keyboard or pedals, are excluded from the guarantee.

Extension of the guarantee period

For the digital pianos mentioned above, which were purchased from a dealer in one of the following countries

Albania, Armenia, Belarus, Belgium, Bosnia-Herzegovina, Bulgaria, Denmark, Germany, Estonia, Faroe Islands, Finland, France, Liechtenstein, Andorra, Greece, Iceland, Italy, Kosovo, Croatia, Latvia, Lithuania, Luxembourg, Malta, Macedonia, Moldova, Monaco, Montenegro, Netherlands, Norway, Austria, Poland, Portugal, Reunion, Romania, Saint Clotilde, San Marino, Sweden, Switzerland, Serbia, Slovakia, Slovenia, Spain, Czech Republic, Hungary, Vatican

we extend the manufacturer's guarantee to five years after first purchase if you register the product under

www.gewakeys.com/service/warranty

within six months after the purchase date.

1) BGB [German Civil Code]

Guarantee service

During the guarantee period, devices having material and/or manufacturing deficiencies will be, according to our decision, repaired free of charge or substituted by an instrument that is comparable, at least of equal value. The devices taken on in case of a substitution and the parts of devices we have removed in case of a repair will become our property.

This guarantee covers neither deinstallation nor installation costs, nor does it cover the costs and risks involved with the transport of your product to the dealer or to our authorized service partner.

The guarantee service will neither result in an extension of the guarantee period nor will it initiate a new guarantee. The guarantee continues to be valid until the expiry date calculated on the basis of the sales receipt (first purchase).

Claiming guarantee

If you wish to claim the guarantee, please contact the dealer whom the product was purchased from, directly following detection of the deficiency.

Should no dealer be available, please search our website for an authorized service partner in your vicinity or turn to our Support department directly.

Guarantee services shall be carried out only if you advise us of the deficiency within the guarantee period, submitting the original invoice and/or the sales receipt (indicating purchase date, denomination of the model and name of the dealer) together with a detailed description of the deficiency.

Guarantor

The guarantee described above is given and shall be complied with by

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