



LIMITED THREE YEAR

WARRANTY

Thank you for selecting Syrinx

Syrinx instruments are designed and manufactured by Leisure Coast Wind & Brass with strict quality control measures to provide you with a quality instrument. Ensuring that during the Warranty Period, the instrument will, when used for the purpose for which they are typically intended, be free from faulty parts, manufacture or workmanship failures. Defects that do not exist at that time of purchase but that appear later shall not automatically entitle the Owner to assert warranty claims. The onus of proof that the defect was already present at the time of purchase shall lie with the Owner.

Our instruments come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

COVERAGE

Syrinx Musical Instruments offers the Original Owner (the “Owner”), the following Limited 3-year Warranty (the “Warranty”) from the date of purchase against defects, which applies to new Syrx instruments that have:

1. been directly purchased from an authorised Syrx dealer,
2. never been used before, with the exception of technical set-up and play-testing in the workshop and/or showroom of an authorised Syrx dealer, and
3. serviced only by an authorised Syrx repair centre during the Warranty period with due care and skill.

Syrinx Musical Instruments will, at its discretion, repair or replace the product covered by this Warranty if it becomes defective, malfunctions or otherwise fails to conform for the purpose for which they are typically intended without charge for labour or materials. Repairs may be performed using new or refurbished parts that meet or exceed Syrx specifications for new parts.

If the instrument does not meet statutory condition or statutory warranty after the Owner has had ownership of the instrument for some time or used the item a lot, Syrx Musical Instruments may elect to replace the product with a reconditioned instrument.

WHAT IS NOT COVERED

- Unauthorised repair/s by anyone other than an authorised Syrinx Musical Instruments repair centre.
- Normal maintenance costs.
- Normal wear and tear.
- Mechanical failure of the instrument caused by:
 - negligence,
 - accidental or deliberate misuse,
 - unauthorised alterations,
 - exposure to liquid or infiltration of foreign particles,
 - cosmetic damage,
 - failure to follow care instructions according to the Manual.
- Damage caused by third parties, including shipping or other transit (Claims must be presented to the third party by the Owner).
- Instruments which the serial number has been defaced, modified or removed.
- Deterioration due to perspiration, corrosive atmosphere or other external causes such as extremes in temperature or humidity.
- Instrument cases provided with the instrument.
- Consumables such as;
 - springs,
 - pads,
 - felt parts.

- Any evidence of alteration, erasing or forgery of proof-of-purchase documents will cause this warranty to be void.
- Any shipping costs associated with Warranty claims.

This warranty covers only the Original Owner and is not transferable under any circumstance.

HOW TO OBTAIN WARRANTY SERVICE

Contact Syrnix Musical Instruments at Leisure Coast Wind & Brass by:

- Phone: **1300 839 497**
- Email: info@lcwb.com.au
- Address: **141 Kembla St, Wollongong NSW 2500**

Syrinx Musical Instruments may request the defective instrument for inspection and or repair within 30 days of the contact.

Instruments shipped for service should be packed securely and must be accompanied by a detailed explanation of the problem(s) requiring inspection and or repair, together with the original invoice or any other dated, proof-of-purchase document describing the instrument, as evidence of Warranty coverage.

Any instrument submitted for Warranty service found ineligible for this purpose, a quote for the repair cost will be furnished and the repair will be completed only upon return of this signed and accepted quote.

WARRANTY DISCLAIMER

EXCEPT FOR THE WARRANTIES PROVIDED ABOVE, SYRINX MUSICAL INSTRUMENTS MAKE NO OTHER WARRANTIES WITH RESPECT TO THE MERCHANTABILITY, SUITABILITY, OR FITNESS FOR ANY PARTICULAR PURPOSE OF THESE INSTRUMENTS. ALL REPRESENTATIONS AND WARRANTIES, WHETHER EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY DISCLAIMED BY BOTH PARTIES TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW. SYRINX MUSICAL INSTRUMENTS SHALL NOT BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, PUNITIVE OR OTHER DAMAGES RESULTING FROM THE USE OF ANY INSTRUMENT OR PRODUCTS.



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ORIGINAL OWNER DETAILS

Full Name: _____

Full Address: _____

Postcode & Suburb: _____

Phone Number: _____

Instrument & Model: _____

Serial Number: _____

Purchase Price: \$_____ Date of Purchase: _____

Purchase Invoice No: _____

PLEASE RETAIN YOUR INVOICE AS A PROOF OF PURCHASE

SYRINX MUSICAL INSTRUMENTS

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