



Thank you for choosing an “Ida Maria Grassi” product. We hope that the present purchase will be fully satisfactory. In the event that the product has an unexpected defect, contact the retailer where the purchase was made or the Proel Service Assistance.

GUARANTEE COVERAGE

“Ida Maria Grassi” provides clients with a 24 month guarantee from the date of purchase that can be extended to 48 months.

The guarantee insures that the “Ida Maria Grassi” product is without material or manufacturing defects at the time of the original purchase. Should problems occur that are related to the production or material during the time of the guarantee, “Ida Maria Grassi” assures the repair or substitution of the product taking on all responsibility.

How to extend the guarantee

In order to extend the guarantee you must register the product within 60 days of the purchase in the specific area on the website www.idamariagrassi.com.

Guarantee conditions

Damages will be resolved by means of reparation or substitution at the discretion of “Ida Maria Grassi”. The Company will take on all costs of labor, and materials in the case of reparation or substitution. “Ida Maria Grassi” provides a post-reparation guarantee of 6 months.

In the event that “Ida Maria Grassi” decides to substitute the product, the product substitute must be identical, similar in type and or value of the other.

The present guarantee allows for unprejudiced consumer rights, the legislation in effect in the singular countries and the consumer rights concerning retailers inferred in the purchase contract.

The present guarantee does not cover

- Regular maintenance of the products
- Reparations caused by normal use of the pieces
- Corks, springs, pads, felts and other parts necessary for ordinary maintenance are the responsibility of the buyer
- Damages or defects caused by improper use of the products including treatment contrary to the instructions indicated by “Ida Maria Grassi” concerning management, maintenance care and storage
- Damages or defects caused during the maintenance operations and assistance due to the lack of observation of the instructions concerning assistance and maintenance.
- Damages and defects caused by the use of solvents and other chemical agents for cleaning the instrument
- Reparations technical changes or maintenance operations done by the client or unauthorized third parties.
- Unproper packaging or management during transport by the client (it is the client’s responsibility to prepare the instrument’s package properly before sending them for reparation).

Requesting guarantee intervention

Attach with the defected product a proof of purchase or a copy of the invoice or the original receipt (the proof of purchase must contain the date of purchase and the name of the reseller). Without a valid proof of purchase, “Ida Maria Grassi” reserves the right to refuse the free guarantee service and send the product back to the sender charging him for the transportation cost.

Attach to the product a detailed description of the defect.

Guarantee is not valid if the serial number of the product has been altered, removed or made unreadable.

The client can decide to contact an authorized reseller or directly the assistance service of “Ida Maria Grassi”.

Limitations and exclusions of responsibility

“Ida Maria Grassi” is not responsible for damages that happen during transportation of the product from the reseller to the client.

“Ida Maria Grassi” does not offer any guarantee for products not correctly maintained where the maintenance has not been executed by qualified technicians.

“Ida Maria Grassi” is not responsible for damages resulting from improper maintenance of the products.

