



Dixon Brothers Music Instrument Warranty Information

This document is the complete Dixon Brothers Music Instrument warranty: please read it in its entirety. No other or additional Dixon Brothers Music instrument warranty exists, express or implied. The terms and conditions listed here govern all warranty claims for Dixon Brothers Music instrument products; covering all instruments, bows, and cases manufactured and distributed by Dixon Brothers Music. Each item is covered by its own terms and conditions; please read carefully.

Dixon Brothers Music will, at its option, repair or replace any product found defective in material or construction. Dixon Brothers Music instrument liability is limited to the repair and replacement of defective items, and Dixon Brothers Music is the only determiner of warranty eligibility. To be eligible for warranty coverage, the original purchaser must present the defective item with its original sales receipt to the authorized dealer from which it was purchased. The dealer must make all arrangements with Dixon Brothers Music for the defective item's repair or replacement, pending warranty eligibility. Dixon Brothers Music holds the right to make changes to the warranty, although the policy in place at time of purchase will be honored.

A lifetime-limited warranty applies only to the original purchaser of a Dixon Brothers Music Instrument:

- Strings are not covered by warranty.
- Pegs, chinrests, endpins and tailpieces are covered by a limited one-year warranty.
- Bridges are covered by a limited three-month warranty.
- Damage caused by neglect or misuse is not covered, including exposure to excessive heat, cold, dryness, or moisture: see specifications below.
- Normal wear caused by normal use is not covered by warranty.
- Instrument adjustments are not covered by warranty.
- Warranty is void if a customer or unauthorized repairperson performs any repair, attempted or completed.

Seam openings are a common, natural occurrence and are not considered a defect. Dixon Brothers Music uses only natural hide glue to ensure that seasonal swelling and shrinking of wood will result in simple seam openings rather than damaging cracks in the instrument's face. Maintaining a 40-70% humidity level and a consistent temperature (55-90°F) are the best ways to avoid seam openings and cracks; exposure to conditions outside these specified constitutes neglect.

A lifetime-limited warranty applies only to the original purchaser of Dixon Brothers Music manufactured bows:

Hair itself is not covered by warranty, only its installation (ex: original hair falling out is covered; original hair breakage is not) for up to six months.

- Damage caused by neglect or misuse is not covered by warranty.
- Normal wear or damage caused by normal use is not covered by warranty.

Warranty is void if a customer or unauthorized repairperson performs any repair, attempted or completed.

- Under normal use, tip plates are covered by warranty for up to one year or the first re-hair, whichever comes first.
- Warpage of wood bows is not covered by warranty under any circumstance.
- Carbon fiber bows are warranted for life against warpage or breaking.
- The finish on carbon fiber bows is covered for one year.

A one-year limited warranty applies only to the original purchaser of a Dixon Brothers Music Case:

- Damage caused by neglect or misuse is not covered by warranty.
- Normal wear or damage caused by normal use is not covered by warranty.
- This or any Dixon Brothers Music warranty does not cover instruments, bows and personal property stored inside case.