

Registering Your Product

ChromaCast's products are under warranty for one year to the original retail purchaser, with proof of purchase from an authorized ChromaCast dealer. The one year warranty begins on the date of purchase. To be eligible for and to validate warranty, the purchaser must register the product online using the ChromaCast Product Warranty Registration [here](#).

Warranty and Support

ChromaCast has established a network of independent Authorized Service Centers for warranty service. The ChromaCast dealer from whom you purchased your product may also be authorized for warranty service and should be the first point of contact when service of any kind is required for your ChromaCast product. All warranty work, service or replacement of parts occurring within the first year from original date of purchase must be approved by ChromaCast. Defective components that qualify for coverage under this warranty will be repaired or replaced at ChromaCast's sole discretion.

To obtain a Return Authorization for a product under the applicable warranty coverage, visit www.ChromaCast.com and fill out the contact form on the "contact" page. Once you have obtained a Return Authorization from ChromaCast, the defective product will need to be returned to the retail facility of purchase with the shipping costs prepaid by the purchaser and insured for the list price value of the product where it was purchased. After your product is repaired, ChromaCast Musical Instruments will return your instrument back to you free of delivery charges.

- This warranty does not cover damage caused by accident, misuse, abuse, or due to unauthorized modifications, repairs, or normal wear and tear from regular use.
- Routine maintenance of any kind must be handled at the sole discretion and at the sole risk of the purchaser.
- Return Authorizations expire within 30 days of their issuance. Please ship your product to the repair center in a timely manner and prior to (1) the expiration of the Return Authorization and, if applicable, (2) the expiration of your one-year warranty coverage.*
- Under normal circumstances, repairs are completed within 2-4 weeks upon receipt. Should your product require additional time, you will be contacted by a certified ChromaCast Service Center advising you as to the time frame of repair.

*- Please remember, to be eligible for the one-year warranty beginning on the date of purchase, you must register your product via the ChromaCast Instrument Warranty Registration online form.

THE FOREGOING CONSTITUTES THE ONLY WARRANTY MADE BY CHROMACAST WITH RESPECT TO THE PRODUCTS, IS MADE EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES EXPRESS OR IMPLIED, IS NOT TRANSFERABLE, AND IS ONLY VALID TO THE ORIGINAL RETAIL PURCHASER. Any implied warranties, including without limitation, any implied warranties of merchantability or fitness for any particular purpose, imposed under state law are limited to the duration of this limited warranty. Some states do not allow limitations on how long an implied warranty lasts, so the above limitations may not be applicable to you.

CHROMACAST ASSUMES NO LIABILITY FOR PROPERTY DAMAGE RESULTING FROM FAILURE OF THIS PRODUCT NOR ANY LOSS OF INCOME, SATISFACTION, OR DAMAGES ARISING FROM THE LOSS OF USE OF SAME DUE TO DEFECTS OR AVAILABILITY OF SAME DURING SERVICE.

DISCLAIMER OF CONSEQUENTIAL AND INCIDENTAL DAMAGES YOU ARE NOT ENTITLED TO RECOVER FROM US ANY INCIDENTAL DAMAGES RESULTING FROM ANY DEFECT IN THE NEW CROWN PRODUCT. THIS INCLUDES ANY DAMAGE TO ANOTHER PRODUCT OR PRODUCTS RESULTING FROM SUCH A DEFECT.

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