

Harmonica Warranty

"Thank you for your amazing customer service. I guarantee that you have a customer for life, and I will let everyone know how great Hohner treats their customers." -- Michael K.

Hohner harmonicas and melodicas are warranted to be free from manufacturing defects and properly tuned at the time of purchase. Any instrument found to contain manufacturing defects or other noticeable imperfections will be, at Hohner's option, repaired or replaced at no charge, providing the harmonica is shipped prepaid by the owner to the Hohner Service Center within 60 days of purchase. Proof of purchase is required.

Hohner harmonicas are not warranted against wear, accidental damage, negligence or tampering.

60 DAY HARMONICA WARRANTY SERVICE

For warranty service:

- 1) Print and complete this form
- 2) Using a heavy duty marker, write the number HR2615 on the outside of the return packaging.
Any harmonica arriving at our facility without a return authorization number clearly visible on the outside of the shipping carton will be refused.
- 3) Confirm that your package contains the following:
 - a. Harmonica
 - b. Completed form
 - c. Original sales receipt
 - d. Return authorization number

The above steps must be complete for service to be performed.

Send your harmonica to:

**KHS AMERICA
ATTN: REED SERVICES
12020 EASTGATE BLVD.
MT. JULIET, TN 37122**

Returns must be sent postmarked within 60 days of purchase. HOHNER, INC. will, at our discretion, either adjust or replace your harmonica free of charge. Service time is 48 hours plus shipping.

NAME _____

RETURN ADDRESS _____

TELEPHONE _____ EMAIL _____

REASON FOR RETURN

First year chromatic harmonica adjustment -- Chromatic harmonicas have many small parts. If your instrument develops a playing issue from the end of the warranty period through the end of the first year of ownership (60 to 365 days from purchase) a technician will adjust it for a low cost fee.

**ONE YEAR ADJUSTMENT SERVICE FOR
VALVED CHROMATIC HARMONICAS**

If your valved chromatic harmonica (excluding model 263, the Chromatica) needs adjustment during the first year of ownership, you can send it prepaid along with the original receipt or other proof of purchase and a payment of \$60.

- 1) Print and complete this form.
- 2) Using a heavy duty marker, write the number HR2415 on the outside of the return packaging. Any harmonica arriving at our facility without a return authorization number clearly visible on the outside of the shipping carton will be refused.
- 3) Confirm that your package contains the following:
 - a. Harmonica
 - b. Completed form
 - c. \$60 payment
 - d. Return authorization number

The above steps must be complete for service to be performed.

**KHS AMERICA
ATTN: REED SERVICES
12020 EASTGATE BLVD.
MT. JULIET, TN 37122**

Service time is 48 hours plus shipping via UPS Ground Service. If you have any special instructions or comments regarding your harmonica, please write them on the bottom of this form. *Service is void if harmonica shows signs of excessive wear and tear or damage beyond usual conditions for first year use.*

NAME _____

RETURN ADDRESS _____

TELEPHONE _____ EMAIL _____

PAYMENT ENCLOSED (please circle one of the following): Check Money Order Credit Card

Credit Card Number _____ Expiration Date _____

COMMENTS: _____

Customer Only Return Policy

Health and sanitary regulations prohibit the return of mouth blown instruments such as harmonicas and melodicas to the place of purchase for warranty, exchange or credit. Any customer owned harmonica or melodica needing warranty service, replacement or reconditioning should be sent directly by the instrument owner to the Hohner Service Center. Return instructions and service options are located in the SERVICE section of Hohner's website at www.hohnerusa.com.

Harmonicas must not be removed from the original packaging until after consumer purchase. Once a harmonica is removed from the original packaging it is considered property of the purchaser. Purchased or used harmonicas sent to Hohner by retailers, dealers or distributors will be returned to sender in the condition received.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.