

Yamaha Manufacturer's Warranty

Thank you for buying Yamaha products. We are sure that you will enjoy your new purchase. In the unlikely event that your Yamaha product/s have unexpected defects, please contact the dealer where you purchased them or any authorized Yamaha Service Centers.

Since Yamaha maintains a full warranty service in the entire the Philippines you may also contact the Yamaha dealer closest to you (who has to be authorized to distribute the product type purchased by you). Should any difficulties arise, please contact Yamaha Music Philippines Inc.

Warranty Coverage

Yamaha grants the customer a warranty of a minimum of 12 months** from the time of the original date of purchase for the following hardware product groups:

- Audio & Visual / HiFi
- Professional Audio
- Musical Instruments
- Music Production Tools

Yamaha guarantees with this limited warranty that your Yamaha products are free from material defects and / or manufacturing faults at the time of the original date of purchase. Should these issues become apparent within the warranty period, Yamaha will repair or replace the product in question within the Philippines. Yamaha will cover the costs of labor and materials in case of repair or replacement.

Warranty Conditions

1. The product/s must have been purchased from a dealer in the Philippines.
2. Defects are handled either through repair or replacement at Yamaha's discretion. Yamaha covers the labor and material costs for either repair or replacement. This does not result in an extension of the warranty period. Additionally, this does not result in a refund or reduction of the original purchase price. Yamaha can only be held liable for losses or damages with regard to the repairing or replacing of products. Compensation for any other damages is not covered.
3. Should Yamaha choose to replace the product/s, the replacement/s has to be identical, of similar kind and/or value.
4. Any transporting of the product related to the warranty process is done so at the risk of the sender.
5. This warranty does neither affect the legal consumer rights and the effective and applicable laws of the Philippines, nor the consumer rights against the dealer resulting from the purchase agreement.
6. Excluded from the warranty are:
 - a. regular maintenance of products, such as tuning of instruments and intonation.
 - b. repairs caused by normal wear on parts.
 - c. replacement of worn parts which have to be replaced regularly during normal product use or over the product's lifetime, or that have to be replaced regularly to warrant proper operation, such as, in particular but not exclusively, strings, felts, rubber contacts, switches, potentiometers, faders, balls or other bearings, mountings, batteries, lamps, lubricants etc.
 - d. damages or defects caused by improper use of the product including their use for any other than the intended purposes, or mishandling contrary to Yamaha's instructions, maintenance, care, or storage or...
 - e. damages or defects caused by improper installation or handling of the product in any way in violation of the technical or safety standards of the Philippines in which the product is used, or...
 - f. damages or defects during maintenance and care caused by disregarding the maintenance and care instructions.
 - g. damages caused by accidents, force, lightning strike, liquid, fire, unsuitable ventilation, deposits of foreign substances (e.g. nicotine), or battery leakage, or any other imponderable risks that Yamaha can neither predict nor influence.
 - h. repairs, technical modifications, or maintenance carried out by the customers themselves or non-authorized third parties.
 - i. improper packaging or handling during transport by the customers. (Please note that proper packaging of products submitted for repairs is the responsibility of the customers.)
 - j. defects in systems to which the Yamaha product is connected and/or any incompatibility with the products of other manufacturers.

Invoking the Warranty

1. As proof of purchase, a copy of the original invoice, official receipt or warranty card has to be included with the defective product/s (the proof of purchase has to contain the purchasing date, the product code, and the name of the dealer). Yamaha reserves the right to refuse free warranty service and to send the product back at the customer's cost, should such a definitive proof of purchase be missing.
2. A precise description of the defect needs to be included with the product.
3. There can be no warranty claim if the serial number of the product has been altered, removed, or rendered illegible.
4. The customer may either contact a Yamaha dealer who is authorized to distribute the product type in question or directly approach an authorized Yamaha Service Partner. Relevant addresses can be found on Yamaha's internet site:
<https://asia-latinamerica-mea.yamaha.com/index.html>
5. Purchased products under warranty will be brought forth by customers to Dealers or to Authorized Service Centers for immediate assistance. All Services will be performed in accordance with the terms and warranty conditions.
6. This warranty does not cover transport risks resulting from submitting the product to a Yamaha Service Partner.
7. The customer is responsible for saving all personal settings and data before submitting the product. Yamaha cannot be held liable for the alteration or loss of such data.
8. Re-assigning the customer by Yamaha to other Authorized Service Center(s) in case of the following conditions: (a) Service Center fails with the target date of service delivery as requested to do so by Yamaha or the customer, (b) Service Center ceases to operate as a business, (c) Dealer requests to accommodate the customer and (d) No available Dealer and Authorized Service Center at customer's current location.

Warranty limitations and Exclusions

Yamaha is not liable for losses or damages, material or immaterial, such as lost profits, earnings or data resulting from product defects. Furthermore, Yamaha is not liable for damages occurring on the transport between dealer and customer. Yamaha does not grant a warranty for products that have not been maintained properly or where maintenance has not been carried out by qualified technical personnel. Yamaha is not liable for consequential damages resulting from improper maintenance of products.

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Yamaha Music Philippines Inc.

Address: 3F-A A/O United Life Building, 837 A.Arnaiz Avenue, Makati City, Metro Manila, Philippines

Appendix:

Minimum period of Manufacturer's limited warranty

Hardware Product groups	Product series /model	Limited warranty period from the time of the original date of purchase (Month)
Musical Instruments	Acoustic Pianos or the Acoustic parts of Silent/TransAcoustic or Disklavier Pianos.	12
	Electric	12
	Brass	12
	All others	12
Music Production Tools	All	12
Professional Audio	All	12
Audio & Visual / HiFi	All	12