

## **Randall Warranty Information**

### **Register your Randall**

Randall guitar amplifiers, bass amplifiers and speaker enclosures are warranted to be free of defects in materials and workmanship in normal use for a period of three (3) years from the date of original purchase. The manufacturer warrants jaguar speakers for a period of two years. The manufacturer warrants tubes for a period of sixty days. Rental stock is warranted for one year from date of invoice to dealer. Warranty on rental units is not transferable. During that period, Randall will repair or replace, at Randall's option, any Randall product or part thereof which is found by Randall to be defective. The customer pays transportation to and from Randall factory service or any Randall Authorized Service Center. Randall reserves the right to use materials readily available at the time of the repair. Warranty service requires Proof of Purchase (sales receipt) to be presented at time of service request.

### **What is covered against manufacturing defects**

Parts and Labor to correct any defect in materials used and any defect attributable to workmanship.

### **What is not covered**

Shipping Damage. Report damage upon receipt of item to the carrier (i.e. UPS). Freight carrier must be notified upon receipt of items to insure freight damage claim resolution. Shipping damage not filed with carriers immediately upon receipt will not be covered under warranty. Merchandise that has been modified after original shipment from the Randall factory. Product whose serial numbers have been altered or removed. Exterior finish Normal wear and tear Damage due to misuse, operation outside the specified ratings, neglect or accident. Warranty claims by anyone other than the original purchaser. Randall is not responsible for any items left in gig bags or cases. We strongly advice that all personal items, picks, sheet music, chords, cables, tuners, ect... should be removed. Freight charges to and from the factory or authorized service center for customer owned goods. Any and all charges incurred from priority service requests (Rush Service) or priority shipping for replacement parts. Any and all charges if no problem is found.

### **Factory Service Terms**

#### **Return Authorization**

All items being returned for any reason must have a Return Authorization number. This RA# must be placed on the outside of the carton of the item being returned or the carton will be refused upon delivery. Please call the customer service department at 1-847-949-0444, ext. 230, for the return authorization number. Dealer stock items will be returned to the dealer freight prepaid. Customer owned items will be returned freight collect, C.O.D. All raw frame speakers, drivers, and diaphragms must be inspected at our facility for warranty defects. The testing procedures cannot be performed in the field since this requires examination of the voice coil as a final determination of warranty. We cannot prevent damage to the coil form if this is done in the field.

All defective Randall product should be sent to the following location:

Randall Amplifiers  
444 East Courtland Street  
Mundelein , IL 60060

### **Field Service Terms**

An Authorized Warranty Service Center must perform any and all field warranty service work. Customer will not pay for parts and/or labor provided the problem found is within warranty guidelines. Proof of purchase must be provided at the time of service request. Transportation charges to and from the Authorized Warranty Service Center are the responsibility of the customer. Rush service charges and special freight charges for required parts are not covered under warranty and are also the responsibility of the customer. If a unit is not easily transported to an authorized service center, the customer is responsible for technician travel charges. Any charges for labor or processing when no problem is found are also not covered under warranty. Any charges incurred for work performed by an unauthorized service center are the responsibility of the customer.