



Trevor James

Instrument
Guarantee

www.trevorjames.com

Your Guarantee

Worldwind Music Ltd guarantees that Trevor James instruments are free from defects in material and workmanship, subject to the conditions and limitations set forth below.

Worldwind Music Ltd will, at its option, either repair or replace any part of its instruments that prove defective by reason of improper workmanship or materials. Repaired parts or replacement instruments will be provided by Worldwind Music Ltd on an exchange basis, and will be either new or functionally equivalent to new. This guarantee does not cover any damage to this product that results from accident, abuse, misuse, or any unauthorized disassembly, repair or modification.

1. Trevor James instruments are covered by this guarantee for 2 years parts and labour from the date of original purchase. During this 2 year period, if the product proves defective in materials or manufacture, the original purchaser must contact the retailer from where they purchased the new instrument within 30 days of the fault occurring. If the instrument has been sold on by the original purchaser then the instrument should be taken to the nearest Trevor James stockist. Please ask the retailer to arrange for the instrument outfit to be returned to the Trevor James distributor in your country.

If the purchase of this instrument has been obtained outside the UK, any return should be organised by the appointed Worldwind Music Ltd representative in that territory. This should in the first instance be organised via the retail shop who originally sold the instrument. If this is not possible, then you can contact the Trevor James distributor in your territory directly, details of which can be found on the Trevor James flute website Home Page under the 'Contact' tab.

2. All claims under this guarantee must be referred to Worldwind Music Ltd for assessment. Any work not undertaken or pre-approved in writing by Worldwind Music Ltd will invalidate the guarantee. The decision to repair or replace a defective instrument shall be at the sole discretion of Worldwind Music Ltd.

3. The guarantee covers normal use only and does not cover faults caused by wilful damage, neglect, misuse (including inappropriate cleaning*), failure to use the instrument for its normal purpose, use in abnormal conditions, accidental breakage and other events out of the manufacturers control. **Please refer to the recommended Care & Maintenance Guidelines in your instrument Owner Manual.*

5. The guarantee does not cover any instrument where the product or serial number has been modified, altered or transformed in any way, without the prior consent of Worldwind Music Ltd.

6. If a claim is made under this guarantee and the defect is not found to be due to faulty materials or manufacture, Worldwind Music Ltd reserve the right to charge the customer at the current hourly rate and list prices in respect of any Worldwind Music Ltd technician's time or replacement parts, plus postage.

7. No labour costs will be reimbursed under this guarantee, unless prior agreement has been obtained by Worldwind Music Ltd.

9. This guarantee does not cover any rights other than those expressly set out above and does not cover any claims for consequential loss or damage.

10. The guarantee is in addition to and does not affect your statutory rights.

Guarantee Claim Procedure and Requirements

To obtain guarantee service, you may with their authorisation, return a defective product, freight pre-paid and insured, to the authorized Trevor James dealer or distributor from which you purchased the Trevor James instrument. You must also include a detailed description of the problem that you are experiencing along with this guarantee registration booklet. You must also include proof of the date of original retail purchase as evidence that the product is within the applicable warranty period.



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