



## **WARRANTY**

Freenotes Harmony Park provides a limited warranty on outdoor musical instruments. These warranties cover damage due to failure or corrosion of metal parts that cause the product to become unfit for intended use. The warranty covers the life of the product as defined below and covers the product under normal use with proper maintenance at the original installation location.

### **LIFETIME LIMITED WARRANTY ON FREENOTES**

Freenotes Harmony Park provides a lifetime limited warranty on metal upright posts used in supporting structure of frames and uprights against structural failure or corrosion of metal parts that cause the product to become structurally unfit for its intended use.

### **LIFETIME LIMITED WARRANTY ON HARDWARE**

Freenotes Harmony Park provides a lifetime limited warranty on structural failure due to breaking or shearing which caused the product to become structurally unfit for its intended use; a lifetime warranty on stainless steel hardware against rust; and a one-year limited warranty on hardware against rust; see exclusions.

### **FIVE-YEAR LIMITED WARRANTY ON HDPE AND LDPE COMPONENTS**

HDPE components such as recycled plastic posts or instrument framework are covered under normal applications against splintering, decay, or fading that causes the product to become inadequate.

### **FIVE-YEAR LIMITED WARRANTY ON ALUMINUM COMPONENTS**

Aluminum parts like bars, resonators, and chimes are covered if there is a deficiency that causes the product to become structurally unfit for the intended use or affects the tonal quality of the instrument.

### **FIVE-YEAR LIMITED WARRANTY ON POWDER-COATED STEEL COMPONENTS**

Powder-coated steel components such as steel posts and frames are protected against damage due to failure or corrosion of metal parts that cause the product to become structurally unfit for the intended use.

### **FIVE-YEAR LIMITED WARRANTY ON BAR, CHIME, AND CYMBAL ATTACHMENT**

The attachment systems for any bar, chime, or cymbals are covered if failure due to breaking, shearing, and/or rust causes the product to become unfit for its intended use or affects the tonal quality of the instrument.



### **THREE-YEAR LIMITED WARRANTY DRUM CAPS**

Boltaron thermoformed drum caps are covered from cracking, fading, or any loss in tonal quality that was caused from normal use.

### **THREE -YEAR LIMITED WARRANTY Mallet ATTACHMENT**

Three-year limited warranty on mallet attachment system covered if failure due to breaking, shearing, and or rust. This warranty does not cover vandalism, improper use, product alterations, misuse, negligence, accident, theft, corrosion cause by chemicals, ice or snow damage and acts of God.

### **TWO-YEAR LIMITED WARRANTY ALUMINUM AND FIBERGLASS FINISH**

Two-year limited warranty on aluminum and fiberglass finish due to other reasons than vandalism, improper use, product alterations, misuse, negligence, accident, theft, corrosion cause by chemicals, ice or snow damage and acts of God.

### **TWO-YEAR LIMITED WARRANTY CUSTOM COMPONENTS AND INSTRUMENTS**

Two-year limited warranty on all custom components and instruments.

### **ONE-YEAR LIMITED WARRANTY ON ALL OTHER FREENOTES HARMONY PARK PARTS**

For the purpose of this warranty, lifetime encompasses no specific term of years, but rather that Seller warrants to its original customer for as long as the original customer owns the Product and uses the Product for its intended purpose that the Product and all parts will be free from defects in material and manufacturing workmanship.

Freenotes Harmony Park excludes from these warranties the cost to remove parts and reinstall replacements; replacement due to cosmetic defects or coating deterioration caused by climatic conditions. To the extent permitted by law, these warranties are expressly in lieu of any other implied or expressed warranties or representation by any person, including any implied warranty of merchantability or fitness. These warranties provide valuable rights to you. No Sales Representative can modify or amend the terms of this warranty.

### **CANCELLATIONS AND RETURNS**

Cancellations are only accepted with approval of Freenotes Harmony Park. No merchandise shall be returned without a Return Goods Authorization number which is issued by customer service. Any authorized merchandise must be carefully packed and received in saleable condition. A restocking charge of up to 25% will be applied to all returned goods



## **EXCLUSION**

This warranty excludes vandalism, improper use, product alterations, misuse, negligence, accident, theft, corrosion cause by chemicals, ice or snow damage and acts of God. Limited warranty does not include the fading of colors or damage due to excessive wear and tear.

## **WARRANTY CLAIM PROCEDURE**

Freenotes Harmony Park warrants our products, materials, and workmanship against defects upon shipment of product. All instruments are built to our documented procedures and with the highest quality. We reserve the right to refuse claim without proper evidence of purchase.

To send your statement of warranty claim, please complete the form at:

<https://www.123formbuilder.com/form-3611172/FHP-Non-Conformance-Warranty>

Please contact our customer service for any additional information:

Freenotes Harmony Park Customer Service

**833-262-1569**

Replacement material will be provided within 30 days of notice of claim under warranty. FHP will cover freight costs within the continental United States. FHP is not responsible for freight costs associated with products located outside the continental United States. FHP reserves the right to inspect all products identified as damaged.

**Since warranty limitations and exclusions may vary from state to state, you should check any specific warranty rights in your state.**