

Kawai UK Digital Piano Warranty

Thank you for purchasing a Kawai digital piano.

Kawai is proud to have the world’s finest piano manufacturing facilities, where quality is paramount through every aspect of the crafting process, from the selection of the finest materials to the meticulous care and inspection by our experienced piano builders.

The Kawai UK warranty is a voluntary warranty offered by Kawai UK Limited of Unit 8, Dunfermline Court, Maidstone Road, Milton Keynes, Buckinghamshire, MK10 0BY (“Kawai UK”) in addition to and not instead of your statutory rights.

In the unlikely event that you should need to make a warranty claim, please contact the dealer from where you purchased the instrument with details and your instrument's serial number.

1. Warranty

1.1 Kawai UK warrants your Kawai piano against defects in materials and workmanship when used in accordance with Kawai UK’s user manuals and technical specifications for the periods outlined below:

Model / Range	Warranty Period (Parts & Labour)
KDP Series, ES110/ES120	For two (2) years from the date of original retail purchase
ES520/ES920, CN Series, DG Series, MP Series and VPC Series	For three (3) years from the date of original retail purchase
CA Series and Novus Series	For five (5) years from the date of original retail purchase

In the unlikely event that your piano is found to have a defect in materials and workmanship during the warranty period, Kawai UK will, at its option;

- a) repair the piano using new or refurbished parts; or
- b) replace the piano with the same model or a similar model of a similar age that has similar functionality and made from new and/or refurbished parts; or
- c) refund your purchase price in exchange for the return of the piano; or
- d) offer compensation as Kawai UK may deem fair

1.2 When a piano or part is replaced or refund provided, any replacement item becomes your property and the replaced or refunded item becomes Kawai UK’s property. A replacement part or piano or a repaired Kawai piano assumes the remaining warranty of the original Kawai piano.

1.3 In order to make a claim under the terms of this warranty, you need to contact first the Kawai UK authorised dealer from whom you purchased the piano, with proof of purchase, and obtain prior authorisation from Kawai UK for any assessment and/or repairs. Repairs carried out without Kawai UK’s prior authorisation are not covered by this warranty and opening the piano or removing any protective closure invalidates this warranty.

1.4 This warranty is valid only for the original retail purchase of a new Kawai piano within the UK and Eire from a Kawai UK authorised dealer and is not valid for any piano taken outside the UK or Eire. This warranty is non-transferable.

1.5 The terms of this warranty shall not apply to statutory rights claims. All claims made under this warranty will be governed by the terms set out in this warranty document. This warranty is governed by and construed under the laws of England.

2. Exclusions

This warranty does not apply:

- to damage caused by improper repair, maintenance or storage of the piano
- to damage caused by accident, misuse, neglect, fire, extreme temperature, heat, humidity, contact with liquid/salts/acids, incorrect mains voltage or other external cause
- to damage caused by use outside the user manual and the technical specifications
- to damage caused by incorrect installation and/or use with other equipment
- to damage due to fair wear and tear
- to consumable parts, such as batteries and protective coating
- to cosmetic damage, including but not limited to scratches, dents and discolouration
- to a Kawai piano that has been modified or repaired by anyone who is not authorised to carry out such modification or repairs by Kawai UK
- if any serial number, trademark and/or Kawai name have been removed or defaced from the piano
- to regulation and upkeep on action parts (pedal mechanism and action) in hybrid models. Regulation and maintenance on these components may be required from time to time and is the owner's responsibility.
- to parts that have become damaged due to lack of regulation and maintenance on hybrid piano parts.

3. Limitation of Liability

3.1 Kawai UK does not make any promises or warranties other than those set out in this warranty document.

3.2 Under no circumstances shall Kawai UK be liable for any incidental, or consequential damage and/or loss of benefits or profits. These exclusions shall not apply to a) death or personal injury, b) fraud or gross negligence or c) fraudulent misrepresentation or d) any other liability that cannot be limited or excluded as a matter of law.

4. Purchaser's Responsibilities

To benefit from this warranty,

4.1 You must keep the original sale receipt or a copy as proof of your original retail purchase from a Kawai UK authorised dealer;

4.2 You must follow the user manual supplied with your piano with regard to proper use, maintenance and storage of your piano;

4.3 You must notify as soon as you become aware of defects or damage.