

Terms Of Our Warranty

Dorset Pianos warranty is a voluntary warranty offered by Dorset Pianos, Upton Cottage, Tarrant Hinton, Blandford, Dorset, DT11 8BZ in addition to and not instead of your statutory rights. Warranties can be from 6 months. New pianos Kawai & Ritmüller have 10 year parts warranty.

1. Warranty

1.1 Dorset Pianos warrants your supplied Dorset piano against defects in materials and workmanship when used in accordance with Dorset Pianos care & maintenance guide on this website and technical specifications for the periods outlined below

All Parts – For one to two years (used pianos) from the date of original retail purchase Labour is free of charge for one to two 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, Dorset Pianos 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.

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 Dorset Pianos property. A replacement part or piano or a repaired piano assumes the remaining warranty of the original piano.

1.3 In order to make a claim under the terms of this warranty, you need to contact first Dorset Pianos from whom you purchased the piano, with proof of purchase, and obtain prior authorisation from Dorset Pianos for any assessment and/or repairs. Repairs carried out without Dorset Pianos 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 and 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, tuning or storage/homing of the piano – to damage caused by accident, misuse, neglect, fire, extreme temperature, heat, humidity, exposure to direct sunlight/heating, contact with liquid/salts/acids, incorrect mains voltage or other external cause-to damage caused by use outside the care & maintenance guide 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 protective coating-to cosmetic damage, including but not limited to scratches, dents and discolouration-to a piano that has been modified or repaired by anyone who is not authorised to carry out such modification or repairs by Dorset Pianos Ltd, if any serial number, trademark and/or name have been removed or defaced from the piano.

3. Limitation of Liability

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

3.2 Under no circumstances shall Dorset Pianos 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 Dorset Pianos.

4.2 You must follow the user "care for your warranty" guide supplied on this website with regard to proper use, maintenance and storage of your piano;

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

4.4 Free tunings are the responsibility of the client to get in touch with us and arrange to make valid our warranty.

4.5 Any warranty works that require the piano to be returned to the workshop will need the client to cover transportation costs which will be at a discounted rate.