

ORLEANS

1 YEAR LIMITED WARRANTY

Your new Orleans instrument is warranted to be free from defects in materials and workmanship for the original retail purchaser, subject to the limitations contained in this warranty.

If within that time frame this instrument malfunctions as a result of faulty materials or workmanship, Ashley Entertainment Corp will repair the defect(s) or replace the instrument, as it deems appropriate in its sole discretion. Ashley Entertainment Corp reserves the right to use materials regularly utilized at the time of repair in the event that original materials are no longer available.

If replacement of your instrument is deemed appropriate by our staff, Ashley Entertainment Corp will replace the instrument with one of the same or most similar style of a value not in excess of the original purchase price of your instrument.

This warranty covers the cost of parts and labor for one year from date of purchase. Original receipt as proof of purchase must be submitted to receive a return authorization or any warranty work deemed necessary by our Customer Service Representative. In the unlikely event that your instrument is destroyed, lost or damaged beyond repair, while in the possession of Ashley Entertainment Corp for repair, Ashley Entertainment Corp will replace that instrument with one of the same or most similar style of a value not in excess of the original purchase price of your instrument.

ORLEANS

CARE & MAINTENANCE

Warm Weather Precautions

Excessive heat and humidity are your instrument's biggest enemies in warm weather. Avoid humidity by keeping your Orleans on a stand in a cool dry place. Long periods of storage in its case or in a basement can cause damage due to swelling. Do not expose your instrument to direct sunlight for long periods or leave it in a vehicle on hot days.

Cold Weather Precautions

Guard your instruments against winter's freezing temperatures and dryness. Keep your Orleans in its case if it has been cold. Regulate the humidity in your home if possible as excessive moisture or dryness will damage your instrument, affect tonal quality and product life.

Changing Strings

In order to provide optimum tuning and performance, specific procedures for string changes should be followed. Strings should be changed one at a time to maintain equal bridge and neck tension at all times.

ORLEANS - PRODUCT REGISTRATION & WARRANTY CARD

Name: _____
Address: _____
City, State & Zip: _____
Phone / Fax: _____
Email Address: _____
Model#: _____
Dealer Name: _____
Dealer Address: _____
Date Purchased: _____

Please check box if you do not wish to receive promotions and incentives

How to Obtain Warranty Service

Warranty is only covered on instruments purchased from an authorized Orleans dealer. The warranty is not transferable, instruments purchased as used are not covered under the following warranty. In this case service should be performed by a professional service company.

In the event of malfunction of your Orleans Instrument, please contact us via the 877 phone number or via the internet at AshleyEntertainmentCorp.com for a Return Authorization prior to shipping. Owner is responsible for shipping instrument, freight and insurance pre-paid, to our customer service center. No instrument may be returned without such prior Return Authorization. Only Ashley Entertainment Corp. Service Centers may perform warranty service and any service performed by unauthorized persons will void this warranty. Ashley Entertainment Corp disclaims liability for defects or damage caused by services performed by unauthorized persons or non-warranty service not performed by Orleans or an Authorized Ashley Entertainment Corp. Service Center. No representative or other person is authorized to assume for Ashley Entertainment Corp. Any liability except as stated in this warranty. This warranty gives you specific rights which vary from state to state.

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Thank you for purchasing your Orleans instrument.
You will derive many years of pleasure from this fine instrument.

Each Orleans instrument is crafted from select woods and quality parts.

Some useful tips for maintaining your instrument:

Avoid exposure to extreme temperatures and humidity. Never leave your instrument in a hot or cold automobile.

Periodic cleaning and polishing with a soft, dry cloth will help protect your Orleans instrument.

NEVER USE HARSH or COMMERCIAL CHEMICALS or ABRASIVE CLOTHS as these will damage the finish.

Always transport your Orleans instrument in a sturdy case.

When stored for prolonged periods of time, loosen the strings of your Orleans instrument.

Ashley Entertainment Corp
PO Box 777944

Henderson, NV 89011
Phone: 877-914-1800

AshleyEntertainmentCorp.com

***1 YEAR
LIMITED
WARRANTY
Registration***

UPS
Postage Stamp
Required

Ashley Entertainment Corp
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Henderson, NV 89077