



KeyArts Houston – JAPAN PIANOS USA

Warranty Document – New, Pre-Owned & Restored Institutional and Private Sales

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KAWAI - YAMAHA & OTHER SELECTED PIANOS

Both Kawai and Yamaha have the world's finest piano manufacturing facilities. Quality is paramount ...from the selection of the finest raw materials, to the final evaluation and approval by quality control personnel with final evaluation and approval by the world's foremost artists. Pianos defined as NEW are: Pianos that have never been sold via a retail store to the public and with build dates within one year of the current date. KeyArts Piano of Houston warrants your piano to function as designed and to hold tune at A=440 Hz & to be free from defects of workmanship and materials, both original and/or new that would impede the use and operation of the piano during the warranty period of Ten (10) Year(s) from the date of purchase. KeyArts does not claim 100% technical equivalence to a similar current date, NEW piano. This warranty is transferable. This warranty does not apply to routine maintenance, tuning, regulation, voicing & normal wear. Furthermore, this warranty does not apply if defects or other problems are due to the following:

- 1. Accidental damage of any nature including transportation.
- 2. Abuse, modifications, negligence, or use in extreme climate or in other conditions not suitable for pianos.
- 3. The piano's serial number has been removed, altered or defaced.

Upon discovery of a defect, contact KeyArts if said defect is the **direct result of defective workmanship or materials**. We will repair such defect within a reasonable period of time without charge. If a defect cannot be repaired or is not cost effective to do so, we will replace the piano with a similar instrument. Prior authorization by KeyArts is required for any repair or replacement under this warranty. In the event that your piano shall prove defective in workmanship or materials, your remedy shall be the repair or replacement if necessary, as stated under this warranty. Under no circumstances shall KeyArts be liable for any loss or damage, direct, incidental or consequential, arising out of the use of or inability to use this piano. Please keep in mind that pre-owned, factory restored or conditioned pianos are not considered "New" but are termed "Near New" and could have very minor cosmetic defects which will not materially affect the performance of or the value of the instrument. This warranty is in lieu of all other warranties, statements or representation and unless stated herein, are void unless provided otherwise by state law. Pianos used, stored or purchased for use in extreme climates with prolonged high or low humidity percentages and/or temperatures during the year, must be protected by appropriate and approved equipment to maintain humidity and temperature within normal ranges. Normal temperature & humidity ranges are ideal at c. 74 F. & 45% RH. In practical use, pianos do not function well in humidity and temperature extremes. Placement of this or any piano in tropical or desert environments where extremes are common is not recommended unless proper controls are in place. See KeyArts Humidity & Temp guides on the website. Warranty claims do not cover damage by improper transportation. When transporting your piano verify insurance and certification of your mover.

Make/Model	
Serial No.	
Finish	
Date of Purchase	
Buyer/Institution	
Address	
Phone/Contacts	
Price	
Warranty Terms	

C. Anthony Pessarra, President

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