

Roland Ireland – Warranty Terms & Conditions

Roland Ireland provides a three-year warranty* and technical support on all Roland/Boss products purchased from authorised dealers of Roland Ireland . This warranty and technical support does not extend to any units purchased from outside of Ireland / NI Ireland, or from any Irish-based company other than authorised dealers of Roland Ireland. If you are considering purchasing an instrument from outside of Ireland/ NI Ireland then read our consumer warning.

To qualify, you must become a Roland Registered User by registering your product within thirty (30) days of purchase. If the product is not registered within 30 days, your product guarantee will be limited to 12 months, unless you can provide your proof of purchase. You will then be issued with your unique registered user number.

When you register your product for warranty with Roland Ireland, you must provide purchase information including the serial number, which is then checked to determine if the unit was sourced through us. If the unit's serial number is not recognised by our system, you will be referred back to the retailer from whom you purchased the unit. If the serial number is recognised, the registration is completed and you will be issued with a unique registered user number, which you can use to access our free technical support service, or return a product for repair.

Consumer Warning

Please be aware that if you purchase a product over the Internet or through a Catalogue from a dealer who is not on Roland Ireland dealer locator list, you are not buying from a Roland Ireland Authorised dealer. Please be aware of internet scams where internet sellers are offering very low prices and ask for payment via Western Union. If you are in any doubt, contact Roland Ireland to see if they are an Authorised Roland Ireland dealer. Certain dealers who have businesses outside of Ireland / NI Ireland are using their websites to sell Roland instruments to customers in the Ireland/ NI Ireland. Customers who are considering the purchase of a Roland instrument from a company outside of Ireland should be aware of the following:

Potential Safety and Fire Hazards

Roland instruments that are not manufactured for sale and use in Ireland may have different electrical specifications and may require modification to operate using Irish electrical current. The unauthorised modification of these instruments may constitute a safety hazard. In particular, the unauthorised modification of power supplies to conform to Irish Electrical Specifications may constitute a fire hazard. Moreover, the unauthorised modification of electrical wiring may void your home insurance policy.

Non Safety Certification

All Roland instruments manufactured for use and sale in Ireland have been tested and approved to comply with consumer safety standards established by various product safety organizations. Non-Irish Roland instruments may not have this important safety certification.

Disputes Regarding Service, Warranty, Parts, and Returns

These instruments may not be covered by any Roland Ireland warranties. Also, Roland Ireland Authorised Service Centres may not perform modifications necessary for these units to operate in Ireland and may not stock parts required to service them. Roland Ireland will therefore be unable to resolve disputes regarding service or warranty issues of products purchased from foreign dealers. You will have to contact the foreign dealer directly for sales, service, and warranty issues. In particular, Roland Ireland will not be responsible for product or equipment returns. You will have to contact the foreign dealer directly to make such arrangements.

Disputes Regarding Non-Delivery and/or Improper Operation

Any disputes arising from the non-delivery and/or improper operation of these instruments must be settled with the foreign dealer from whom the product was purchased. Roland cannot offer any assistance in negotiating any claims arising from these purchases.

Roland products that are manufactured for sale and use in Ireland provide our Irish customers with musical instruments that are of the highest quality, that meet and exceed rigorous product safety tests, and that are guaranteed by warranty to perform as indicated. Roland Ireland Authorised Dealers are carefully selected for their commitment to superior customer service, before and after the sale. Therefore Roland Ireland strongly recommends that customers purchase Roland instruments from local Authorised Roland Dealers.