

Roland Ireland

Roland Ireland Warranty Terms & Conditions

- All Roland and Boss products come with a one year, limited warranty. The limited warranty for Roland products can be extended to three years (five years for Boss compact pedals only) if the end-user registers their product with us within 90 days of purchase. Only registrations completed within 90 days of the purchase date will qualify for the extended cover. Only products bought within Ireland / Northern Ireland from an authorised dealer can be registered within Ireland / Northern Ireland. If you purchased outside of Ireland / Northern Ireland or from a non-authorised dealer, please address any warranty claims with the dealer or the Roland distributor in that country. The customer must register via our website, http://www.rolandireland.com/support/register_products/
- An email will be sent to you upon successful completion of the online form. The online form does not generate a customer reference number but you will receive an email to say you have successfully registered your product. Please keep the confirmation email as proof of successful registration.
- Proof of purchase is needed to validate any warranty claim. Please keep your original receipt for the entire duration of the warranty period. Only Roland Ireland's authorised service department can determine if a product is within warranty. Roland Ireland will not repair any products which do not meet the terms of warranty. If your product is outside the warranty terms you must contact a 3rd party repair centre.
- "Limited Warranty" means that only manufacturing defects will be covered. The warranty is void if a receipt cannot be produced, if the product is not registered correctly or incorrect details are submitted or if details are misleading, if the product was not purchased from an authorised dealer in Ireland / Northern Ireland, if the product is user damaged, if the product has been modified/tampered with, if the end user or business/dealer attempted to repair the product themselves, if the product is used improperly or not for its intended use, and if the product has been used with an incorrect power supply or incorrect mains supply voltage. Other conditions which have not been listed may also void the warranty.
- By submitting a repair, you understand that your product will be placed into a queue system. While Roland Ireland will do its best to repair goods in a reasonable time period, there may be external conditions which could impact on the overall repair time and Roland Ireland will not provide any rental equipment or any other special care in such circumstances. This includes, but not limited to, holidays, late delivery of spare parts, miscommunication, and any other form of unexpected delays. Only Roland Ireland are authorised to do warranty repairs.
- If the product needs to be repaired and meets the terms of the limited warranty, the end-user will be required to return the product to us (we advise that the product is insured before shipping the unit). The end-user bears the risk and cost of shipping to Roland Ireland. Roland Ireland will cover the return charges after the repair is completed.
- The terms and conditions can change without notice. By submitting a repair, you agree to all terms and conditions.