# Dowina Warranty Terms

Dear Dowina Artist,

Thank you for choosing a Dowina guitar. Each Dowina instrument is crafted with care, precision, and respect for the natural beauty of tonewoods. We are honored that you have chosen our instrument and we wish you many years of musical inspiration.

Dowina guitars are carefully inspected throughout the manufacturing process to ensure the highest quality standards. To support this commitment, Dowina provides a limited warranty of **three (3) years** from the original date of purchase covering defects in materials and workmanship.

Please read the following warranty information carefully to understand the terms and conditions of coverage.

For any questions, please contact your authorized Dowina retailer or reach us directly.

- **Email: info@dowina.com**
- **Phone: +421 2 5292 1939**

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## Warranty Coverage

Dowina Guitars warrants to the original retail purchaser that this instrument is free from defects in materials and workmanship for a period of three **(3) years** from the original purchase date.

If a defect in materials or workmanship is confirmed during the warranty period, Dowina will, at its discretion:
**- Repair the instrument, or**
**- Replace the defective component.**

All warranty repairs must be approved by Dowina or performed by an authorized Dowina retailer or service center.
This warranty applies only to the original purchaser and is not transferable.

Proof of purchase from an authorized Dowina dealer is required for warranty service.

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To facilitate warranty service and product support, we recommend keeping your original purchase receipt as proof of purchase.

## What Is Not Covered

- Strings and normal consumable items
- Routine maintenance and setup adjustments
- Normal wear and tear
- Cosmetic aging of finishes
- Natural changes in wood appearance or color
- Damage caused by misuse, accidents, or neglect
- Damage caused by exposure to extreme humidity or temperature
- Cracks, warping, or deformation due to improper humidity control
- Damage resulting from improper storage or transportation
- Modifications, alterations, or repairs performed by unauthorized technicians
- Cosmetic issues that do not affect the structural integrity or playability of the instrument

**Wood is a natural material and will react to environmental conditions. Proper humidity control is essential to maintain the structural integrity of your instrument.**

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## Humidity and Care Guidelines

Wooden instruments are sensitive to changes in humidity and temperature.
Dowina guitars should be maintained in an environment with relative humidity between 40% and 60% and at stable room temperature.

**Failure to maintain proper humidity levels may result in:**
- Cracks in the wood
- Warping of the neck or top
- Separation of joints
- Structural damage

**Damage caused by improper humidity or environmental conditions is not covered under warranty.**

When not in use, we recommend storing your instrument in its protective case.

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## Warranty Service Procedure

Dowina shall not be liable for any indirect, incidental, or consequential damages arising from the use or inability to use the instrument.

This warranty gives you specific legal rights, which may vary depending on local laws and regulations.
If your instrument requires warranty service, please follow these steps:

**1. Contact the authorized Dowina retailer from whom the instrument was purchased.**
**2. The retailer will evaluate the issue and determine whether warranty service is required.**
**3. If necessary, the retailer will coordinate repair with Dowina or an authorized service technician.**
**4. If the shipping costs are too high, the customer may ask a local luthier to perform the repair, as long as the cost does not exceed 1.5 times the cost of the repair here, Dowina will cover that.**

If your retailer is unavailable, please contact Dowina directly for assistance.
Warranty repairs require prior authorization from Dowina.

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## Shipping and Transportation

- The customer is responsible for all shipping and transportation costs when sending the instrument to Dowina or an authorized service center for warranty evaluation or repair.
- Dowina will cover the cost of return shipping only if the repair is confirmed as a valid warranty claim
- **Dowina is not responsible for damage that occurs during transportation.** Customers should ensure instruments are properly packed and insured when shipping.

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## Limitation of Liability

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