

## **EARTHBOARD LIMITED WARRANTY**

EARTHBOARD offers a 90-day limited non-transferable warranty from the date of purchase for full system purchases and accessories.

EARTHBOARD's limited warranty is at the sole discretion of the manufacturer. EARTHBOARD will warranty products and accessories for defective workmanship only. For all issues, a complete description, to include video and/or photo, may be required. Original receipt for purchase must accompany the returned item. Determination of warranty coverage will be at the sole discretion of Rare Earth Music LLC. No warranties will be honored unless proof of purchase exists. All shipping costs are the sole responsibility of the customer. A 10% restocking fee will be applied for accepted returns. Email us at [info@earthboardmusic.com](mailto:info@earthboardmusic.com) if you have questions.

EARTHBOARD's rechargeable batteries have an 18 month limited warranty from date of purchase.

Not Covered Under Warranty:

- Products without sufficient proof of purchase
- Lost or stolen products
- Items that have expired their warranty period
- Non-quality related issues (after 30 days of purchase)
- Free products
- Unauthorized (from EARTHBOARD) repairs and modifications
- Damage from outside sources
- Damage from misuse of products (including, but not limited to: falls, extreme temperatures, water, operating devices improperly)
- Purchases from unauthorized resellers

## **BATTERY SAFETY\***

- To preserve lifespan, charge the battery every 4 months
- Use undamaged cables and our cable charging and powering your EARTHBOARD
- Do not expose to liquids
- Do not disassemble
- Avoid dropping
- Avoid extreme temperatures
- Do not use a battery that is damaged or cracked in any way
- Disconnect the battery tether from the EARTHBOARD and the battery when not in use

\*Use of the EARTHBOARD battery pack, to include all battery tethers, is for the sole purpose of providing power to EARTHBOARD Pedalboard products. Any use of the battery and/or battery tethers for any other purpose is prohibited and voids all warranties. The use of any battery system other than those offered as part of any EARTHBOARD Pedalboard System is prohibited and voids all warranties.

## **SHIPPING AND HANDLING**

All shipped items are considered delivered once the product is shown delivered to the address provided by the delivery company if a tracking process is available. Any special delivery instructions ('sign for receipt' or higher priority, etc.) costs will be passed to the customer.

For international customers, Rare Earth Music LLC, the manufacturer of the EARTHBOARD, is not responsible or liable for shipping, VAT or Customs charges. Rare Earth Music LLC is not responsible for the shipping company requirements or charges accrued during the shipping process.