

Protect your investment with the

Long & McQuade Performance Warranty



Long & McQuade
MUSICAL INSTRUMENTS 



Performance Warranty

Warranty can be a very important factor when making a buying decision. Because repairs can be very expensive in terms of parts and labour costs, manufacturers usually only provide one year limited warranties that generally only cover items that malfunction due to a manufacturer's defect. With an important purchase such as a musical instrument or piece of studio gear, however, many people want to have the peace of mind in knowing that their investment will be protected should the product no longer be performing at 100%.

Because of this, Long & McQuade **provides our customers with a FREE one-year Performance Warranty** on most of our products. The Long & McQuade Performance Warranty supplements the manufacturer's warranty to ensure that our customers receive complete "no hassle" warranty coverage within their first year.

How does the Long & McQuade Performance Warranty differ from most manufacturers' warranties?

Performance Guarantee - normal wear and tear (i.e. fret wear on guitars, pads on woodwinds) is covered, so your product will be performing as well as the day you purchased it for the entire duration of the coverage.

Product Replacement - if your product cannot be fixed or costs too much to fix, we will simply replace it with the same or better model for no additional charge.

No Lemon Policy - your product will be replaced should the same problem occur multiple times.

Where the Music Begins



Convenient - easy drop off and pick up of the product at any Long & McQuade location.

Loaners Available - a loaner product may be given while the product is being repaired.

Power Surge Protection - your product is covered even if damaged from a power surge.

Accessory Coverage - any peripheral devices or accessories that come with your product (i.e. foot pedal, case) are also covered.

Commercial Use Coverage - music and recording professionals who purchase gear for "heavy-use" commercial purposes will still be covered.

Transferable - the warranty is transferable to the new owner should you decide to sell the product, which will greatly increase its resale value.

Notes: Used products come with a 3-month L&M Performance Warranty. Some products (i.e. computers, software, cymbals) are covered only by the manufacturer's warranty. Consumables (i.e. strings, reeds, drum sticks, batteries, tubes, cross faders) are excluded as they are designed to be replaced. Willful or cosmetic damage is not covered. Speakers damaged by overpowering are generally not covered. Our coverage does not provide compensation for loss of use. The warranty is only valid in Canada.



Purchasing additional years of coverage

If you are interested in receiving this coverage for longer than one year, you have the option of purchasing additional years of the Performance Warranty. The pricing is as follows:

NEW products: 4% of selling price to double the warranty from 1 year to 2 years. 4% for each additional year. \$10 minimum.

USED products: 4% of selling price to increase the warranty from 3 months to 1 year. 4% for each additional year. \$10 minimum.

GUITARS: 4% of selling price to double the warranty from 1 year to 2 years. 4% for each additional year. \$10 minimum. \$45 maximum.

BAND instruments: \$40 up to \$2,000 selling price. 2% of the selling price after \$2,000. Includes \$1,500 worth of theft protection. Includes any adjustments required during the warranty period.

The value of the protection is limited to \$1,500.00, and only provides a replacement instrument, no cash payout. The protection maximum remains \$1,500 regardless of the number of extra years purchased or the selling price of the instrument. The \$1,500 protection is effective immediately once additional Performance Warranty is purchased. (The protection amount is not included in our first free year of the Performance Warranty.)

Notes: Some manufacturers provide warranties for longer than 1 year; however, these are usually limited warranties that do not provide the same coverage as the Long & McQuade Performance Warranty. Customers interested in more complete and convenient (but not necessarily longer) coverage are still able to purchase additional years of the Performance Warranty.



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