



PRISON BLUES GUITARS

OCE PRODUCT WARRANTY – Effective date: April 20, 2021 Oregon Corrections Enterprises (OCE), PO Box 12849, Salem, Oregon 97309-0849, USA, warrants products sold to be free from defects in material and workmanship. During the warranty period for the product, OCE, at its discretion, will repair or replace any product, part, or component covered by this warranty, which fails under normal use as a result of a defect in material or workmanship. OCE will repair or replace the aforementioned product, part, or component with a comparable product, part, or component. OCE's vendor products, components, and textiles are subject to vendor's current warranty. This warranty extends only to the original purchasers who acquire new products from OCE and does not cover loss, theft, or failure to normally maintain products. Any misuse, abuse, unauthorized repair by non-OCE personnel, alteration, or modification to the original product voids the warranty. Limited warranty covers only OCE provided products, components, and related repair work performed by OCE. The warranty period starts from the date of delivery.

LIMITS OF LIABILITY THIS WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES OR REMEDIES WHETHER WRITTEN, ORAL, IMPLIED, OR STATUTORY. OCE SHALL NOT BE LIABLE FOR LOSS OF TIME, INCONVENIENCE, COMMERCIAL LOSS, PERSONAL INJURY, OR INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING FROM ANY DEFECT.

SHIPMENT DAMAGE CLAIMS All products are packaged to comply with carrier requirements and leave the manufacturing facilities in good condition. Customer shall be responsible to carefully inspect all products upon delivery and before acceptance. Any damage discovered upon delivery must be noted immediately with the staff member delivering the guitar. Notification of damage discovered after delivery must be given to OCE within five (5) business days in writing, immediately following delivery, and all damaged product must be kept at the point of delivery in its original packaging.

PRODUCT WARRANTIES These Terms, Conditions, Rights, and Warranties may change without notice and can be found at: www.oce.oregon.gov.

OBTAIN SERVICE UNDER THIS WARRANTY For adults in custody (AICs), please send an AIC communication form to OCE, Oregon State Penitentiary, attention "Inside Sales". Please reference the sales order number. For all other sales, please call our customer service unit at 1-800-776-7712. Please reference the sales order number.

EXCLUSIONS

- Natural variations in wood grain or figure or the presence of character marks
- Changes in surface finishes, including colorfastness due to aging, exposure to natural or artificial light or humidity
- Failure resulting from wear and tear
- Matching of colors, grains, or textures of natural materials
- OCE does not warrant products that are exposed to extreme environmental conditions or that have been subject to improper storage or non-climate controlled spaces
- Worn strings/string replacement, worn frets, worn machine heads, scratched pick guard, worn plating, damage to or discoloration of the guitar's finish, and/or subjective issue of tonal characteristics
- Any modifications from its original equipment and/or condition

PRODUCTS WITH A ONE (1) YEAR WARRANTY

- Electronics
- Electric Guitars

ACCEPTANCE OF TERMS This warranty is valid from the date of delivery to the original End User and is non-transferable. It shall be immediately invalidated in the event that the product is resold, transferred, or rented to any third party or person other than the original consumer who purchased this product from OCE. Acceptance of the product by you shall constitute your acknowledgment and acceptance of the terms, provisions, limitations, and exclusions set forth herein. Such terms, provisions, limitations, and exclusions shall not be modified, deleted, or supplemented except by an express written acknowledgment of OCE.