

# Warranty & Product Support

Varnam Strings, LLC | Wilmington, NC | Updated January 12, 2026

This policy summarizes warranty coverage and product support information for instruments and accessories supplied by Varnam Strings. It is intended to support customers, educators, and purchasing departments in maintaining procurement documentation.

## Instrument Warranty Coverage

String instruments supplied by Varnam Strings are covered against **manufacturer defects in materials and workmanship** for **twelve (12) months from the date of delivery**, unless otherwise specified by the manufacturer.

This warranty does not cover:

- Normal wear and tear
- Accidental damage, misuse, or neglect
- Damage caused by environmental conditions (temperature or humidity)
- Consumable items or routine maintenance

## Bows, Cases, and Accessories

Bows, cases, and accessories are covered against manufacturer defects only. Warranty terms and durations vary by brand and product type. Consumable items (including strings, rosin, and similar accessories) are not covered under warranty.

## Manufacturer Warranties

Where applicable, products may also carry manufacturer warranties. These warranties are governed by the manufacturer's terms and conditions. Varnam Strings can assist with claim coordination and documentation as appropriate; manufacturer warranty determinations remain subject to manufacturer policies.

## Warranty Claims Process

To initiate a warranty claim:

- Notify Varnam Strings promptly upon discovery of a potential warranty issue.
- Provide purchase documentation and a description of the issue.
- Varnam Strings will review the claim and advise on next steps.

Resolution may include repair, replacement, or credit, at the discretion of Varnam Strings, subject to manufacturer policies.

## Shipping & Handling

Shipping costs associated with warranty claims may vary depending on the nature of the claim, manufacturer requirements, and delivery location. Specific shipping arrangements will be communicated

during the warranty review process.

## **Contact**

For warranty-related questions or documentation requests:

**Varnam Strings**

Email: [adrian@varnamstrings.com](mailto:adrian@varnamstrings.com)

Website: [www.varnamstrings.com](http://www.varnamstrings.com)