



**FRET**<sup>®</sup> King  
by  
Trev Wilkinson

**WARRANTY**

Place  
Stamp  
Here

**Fret-King**  
Salem House, Parkinson Approach,  
Garforth, Leeds LS25 2HR.  
United Kingdom.



### Thank you!

For choosing to purchase a Fret-King® guitar.

Fret-King® is the distillation of over 35 years of experience from one of the industries most respected Guitar and Hardware designers 'Trev Wilkinson'.

Fret-King guitars are built using the finest woods, pickups, hardware and components available today.

With a little care and attention your guitar will give you many years of reliable service and a great playing experience.

This warranty card will provide you with some basic guidance to promote the long term care, and well being of your new guitar.

Please complete and return this warranty card, by mail, or on line to register your ownership as first owner:

**PLEASE NOTE:** If your Fret-King guitar is fitted with an ATD self tuning bridge, please follow the separate instructions on the ATD Warranty Card.

To fully support your warranty on ATD loaded Fret-King guitars, it is essential that the Serial number of the Fret-King guitar and the serial number of the ATD self tuning bridge are included in both the ATD and Fret-King warranty registrations.

*Record the details of your Fret-King purchase here.*

Model: \_\_\_\_\_

Guitar Serial #: \_\_\_\_\_

ATD Bridge Serial # (if fitted): \_\_\_\_\_

Date of Purchase: \_\_\_\_\_

Dealer: \_\_\_\_\_

### Registration Card

Please fully complete and mail this warranty card to the address overleaf within one calendar month of the date of purchase as detailed on the original bill of sale from the supplying reseller.

Model: \_\_\_\_\_ Guitar Serial #: \_\_\_\_\_

ATD Bridge Serial # (if fitted) \_\_\_\_\_

Date of purchase: \_\_\_\_\_

Purchaser's Name: \_\_\_\_\_

Purchaser's Address: \_\_\_\_\_  
 \_\_\_\_\_

City: \_\_\_\_\_ State/Country: \_\_\_\_\_

Postal code/Zip code: \_\_\_\_\_ Country: \_\_\_\_\_

Email Address: \_\_\_\_\_

Dealer Name: \_\_\_\_\_

Dealer Address: \_\_\_\_\_  
 \_\_\_\_\_

City: \_\_\_\_\_ State/Country: \_\_\_\_\_

Postal code/Zip code: \_\_\_\_\_ Country: \_\_\_\_\_

Age of purchaser: \_\_\_\_\_ Sex: \_\_\_\_\_ Occupation: \_\_\_\_\_

Years played guitar: \_\_\_\_\_

Do you play: Professionally,  As a Hobby,  Solo,  with a group

How did you hear about Fret-King guitars?

Friend,  Newspaper Advert,  Magazine Advert,  Concert,

Dealer Store  Other (please specify)

What type of music do you play?

Folk,  Rock,  Jazz,  Country,  Jazz-Rock,

Rhythm & Blues  Classical,  Other (please specify)

What music magazines do you read? \_\_\_\_\_  
 \_\_\_\_\_

Reasons for buying a Fret-King: \_\_\_\_\_  
 \_\_\_\_\_



## Fret-King

### Warranty, service and repair:

The manufacturer of this product warrants to the original first retail purchaser that this product shall be free from defects in material and workmanship at the time of delivery.

This limited warranty shall be valid for the lifetime of the product, whilst remaining in the ownership of the original first retail purchaser and shall not apply to the following components and properties of the product where present: Strings, Electronic Components, Amplifying Devices, Normal fret wear, Other normal wear; and any parts not made by the manufacturer. Any such parts and components shall be subject to their individual warranties where applicable.

Fret-King dealers have access to personnel capable of carrying out both warranty and non warranty work on your Fret-King guitar.

Fret-King national distributors have service departments with personnel capable of carrying out both warranty and non warranty work on your Fret-King guitar; to assist the Fret-King national dealer network.

Ultimately Fret-King in the United Kingdom will provide warranty support to national distributors, the reselling dealers, and to you.

In the event of non warranty issues, or if for any reason your Fret-King should require repair, the Fret-King Factory Service Department in the United Kingdom is staffed by craftsmen familiar with every method of construction used in our instruments and is able to support independent qualified guitar technicians, national distributors, and reselling dealers to provide a solution for you.

At Fret-King, customer service, and your satisfaction is our prime goal.

The obligation of the manufacturer herein under is ultimately limited to the repair of such product manufactured by it and claimed to be defective (through the use of standard materials and processes in effect at the time of repair).

At purchase the original first retail purchaser is required to fully complete and return the attached warranty card with the required information thereon (either in writing or via electronic means) as described on the warranty registration card.

PLEASE NOTE: If your Fret-King guitar is fitted with an ATD self tuning bridge, please follow the separate instructions on the warranty card that product for completing and registering the warranty with ATD.

To fully support your warranty on ATD loaded Fret-King guitars, it is essential that the Serial number of the Fret-King guitar and the serial number of the ATD self tuning bridge are included in both the ATD and Fret-King warranty registrations.

In the event of a warranty issue, the Fret-King guitar concerned should be returned initially by the original first retail purchaser to the reselling dealer from whom the instrument was purchased, who will make an assessment of the problem, and who will either provide a solution at a local level, or with the cooperation of the national distributor.

Otherwise, in co-operation with the authorized reselling dealer, and national distributor either in writing or by telephone explain to the manufacturer's Customer Service Department the nature of such defect and obtains return authorization from the manufacturer prior to returning the product or component to the manufacturer for rectification through the use of standard materials and processes in effect at the time of repair.

If it is agreed that warranty work is to be carried out by the manufacturer; then at the original first retail purchaser's expense, the product or component which is claimed to be defective, is returned via the reselling dealer from whom the instrument was purchased, and the national distributor, to the manufacturer, with all shipping expenses prepaid both to and from the manufacturer; and all risk for the shipping borne by the original first retail purchaser.

The manufacturer shall be satisfied that the claimed defect is not the result of any external factors, "normal wear and tear", inappropriate storage, misuse negligence, abuse, including exposure to extreme heat, cold, or high or low humidity or accident, or due to the failure of any part or component not provided by the manufacturer; or any unauthorized work, alteration or modification carried out to the item by any person.

The model number and serial number on both the registration record and the product shall match and neither will show any signs of having been altered, and the returned product will be accompanied by the original of the bill of sale from the supplying reseller to the original first retail purchaser.

In the case of Fret-King guitars loaded with ATD self tuning bridges, the serial numbers for both the Fret-King guitar, and separate serial number for the ATD bridge will match those on the registration record and neither will show any signs of having been altered, and the returned product will be accompanied by the original of the bill of sale from the supplying reseller to the original first retail purchaser.

The manufacturer shall perform its warranty obligation as set forth herein above free of charge for labor and materials for twelve (12) months from the date of the bill of sale from the supplying reseller to the original first retail purchaser.

Thereafter, and out of warranty, the manufacturer will offer a chargeable service, regulate or repair the instrument with all materials, parts, components, labor charges and shipping costs incurred at the manufacturer's prevailing rates.

This warranty shall specifically EXCLUDE any products or components affected by any external factors, or "normal wear and tear", or inappropriate storage, misuse negligence, abuse, including exposure to extreme heat, cold, or high or low humidity or accident, or due to the failure of any part or component not provided by the manufacturer; or any unauthorized work, alteration or modification carried out to the item by any person.

The manufacturer shall not be liable for any property damage or for any consequential damages (including loss of use or profits), nor shall the manufacturer's liability on any claim for damages arising out of or connected with the manufacture, sale, delivery or use of any goods delivered under this warranty exceed the original purchase price, (as detailed on the bill of sale provided with the warranty claim), paid by the original first retail purchaser to the supplying reseller.

In the event of unexpected loss by fire, theft, or damage of the Buyer's product while in the manufacturer's possession such loss shall not be a liability of the manufacturer in excess of the replacement with a new product of the same or most similar available style. Excess value (collector's or other value perceived by the original first retail purchaser) insurance must be carried by the original first retail purchaser at his or her expense. The same is true with shipping insurance since many carriers place limits on their liability. The manufacturer assumes no liability in the event of loss or damage to the owner's product while it is in transit to or from the manufacturer's place of business and the sender shall be responsible for all risk of loss. Any action for breach of this warranty or any other action under this Agreement must be commenced within one (1) year after such cause of action arises.

This product is distributed through a network of distributors appointed by the manufacturer; and dealers who are authorised by the appointed distributor. The authorized dealer/distributor will act as the agent of the manufacturer and will be responsible for handling all warranty claims under this warranty in accordance with the manufacturer's direction.

Purchase of this product from other than an "authorised dealer" may lead to difficulty or delay in obtaining warranty service.

THIS WARRANTY IS EXCLUSIVE AND IS MADE IN LIEU OF ANY AND ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION ANY WARRANTIES OF MERCHANTABILITY OR OF FITNESS FOR A PARTICULAR PURPOSE. ALL SUCH WARRANTIES BEING SPECIFICALLY DISCLAIMED AND EXCLUDED. IN NO EVENT WILL THE MANUFACTURER, DISTRIBUTOR, RESELLING DEALER OR THEIR APPOINTED AGENTS BE LIABLE FOR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OR ANY NATURE WHATSOEVER, REGARDLESS OF HOW ARISING.

STATUTORY CONSUMER RIGHTS, LEGISLATION AND REGULATIONS IN ANY INDIVIDUAL NATIONAL MARKET ARE NOT AFFECTED BY ANY OF THE TERMS OF THIS WARRANTY.

## Care of your Fret-King guitar

Your guitar relies on YOU to take care of it!

### Keep your Fret-King clean.

Like all fine instruments, your Fret-King guitar needs periodic care and maintenance and will perform at its best if it is kept clean.

Routine cleaning, using a clean lint-free cloth and a quality guitar polish will keep your Fret-King looking great, and performing at its peak.

The fingerboard and strings should always be wiped clean to help to remove organic oils and acids secreted through the pores of your skin which are deposited on the strings during playing, and which react with the materials from which the strings are made. This will help prolong string life.

Strings should be changed regularly.

### What's regularly?

Well, if you feel that your guitar sounds dull, does not sustain well, or is difficult to tune, it's a clear signal that it's time to change your strings.

*Use of the many proprietary branded guitar cleaning and string cleaning products available is a matter of personal choice.*

*Care in the use of such cleaning products, and carefully following the manufacturer's instructions is strongly recommended to avoid damage to the instrument not covered by warranty.*





### Storage/Shipping/Transportation/Day to day use.

Simple rule... take care!

Your Fret-King is made of premium materials; all with differing responses to changes in temperature and humidity, and like all guitars will require occasional regulation.

Tone woods particularly are significantly affected by extreme and/or rapid changes in temperature and humidity.

So, Always store your instrument in it's bag or case, at a stable room temperature. Avoiding temperature and humidity extremes will contribute to preventing inducing conditions which are NOT covered by warranty.

Keeping your instrument tuned to concert pitch under normal playing conditions, during day to day use, or short term (days and weeks) storage will assist in maintaining stability and integrity. For longer term storage (weeks and months) or if taking your guitar by air as cabin or checked baggage, we would suggest that string tension is reduced by around 3-4 tones. We recommend that you only ship your guitar as checked baggage in a substantial hard case suitable for, or approved for the purpose of shipping goods by air freight. For long term storage (months and years) you may wish to seek the advice of a competent guitar technician, and in any event be prepared for a full adjustment, set up, and regulation being required after long term storage.

When transporting your guitar by road vehicle, to minimize the chances of personal injury to occupants of the vehicle, or damage to your guitar, keep the case or bag secure within the vehicle, and avoid leaving it either in the cabin, or baggage compartments of the vehicle for any length of time where it may be exposed to extremes of temperature and humidity.

### Maintaining your Fret-King

Before your Fret-King instrument left the workshop, it was subject to a rigorous QC inspection. Before being shipped to the supplying dealer; it was thoroughly checked by qualified technicians, with all set-up parameters adjusted to pre defined, benchmark tolerances.

As with any instrument made from wood, environmental conditions like heat, cold and humidity will cause dimensional changes that can affect setup and

playability. Fret-King guitars are built to allow easy re-adjustment of key parameters that allow the instrument to be re-set to factory specification, or adjusted for your own needs.

Your supplying reseller is responsible for performing the pre-sale inspection and set-up to ensure that your Fret-King guitar is provided to you set up to factory specification.

For adjustments to your personal requirements, the supplying reseller is at liberty to levy an additional charge.

If the instrument is shipped to you by the reselling dealer; or subsequently by you or on your behalf, it may require further adjustment and/or regulation due to handling, movement and storage conditions during shipping, which is not covered by warranty.

Please see the comments above regarding shipping by air; the precautions for which are excellent guidelines to follow if shipping your guitar by any means other than hand carrying it.

There is no mystery to regulating, adjusting and setting up a Fret-King, or indeed any other guitar; however, a degree of competence and experience is necessary to accomplish the best results.

If you feel you do not possess the competence, or do not have sufficient experience, or are not qualified to undertake the regulation, adjustment and setting up of your Fret-King guitar; you are strongly advised to have the work carried out by a competent person or qualified guitar technician to avoid causing damage which is not covered by warranty.

### Fret-King, the website resource.

If you'd like to learn more about your Fret-King guitar as well as other instruments in the Fret-King model line, along with Fret-King reviews, history and biographical information on the creator of Fret-King, Trev Wilkinson, please visit [www.fret-king.com](http://www.fret-king.com)

