

Important Information about Authorized Dealers and Online Purchases

The Internet is a great tool for researching instruments, making initial product decisions and even purchasing instruments online. But, before you buy, make sure your online dealer is authorized to sell Kawai instruments. Kawai America Corporation and Kawai Canada Music take great care in selecting authorized dealers. We evaluate all facets of their business, including product knowledge, experience and reputation for customer service. We want your Kawai purchase and ownership experience to be exceptional. Purchasing from an authorized dealer will help to ensure this.

Purchasing a Kawai instrument from an *unauthorized* dealer can result in a variety of problems—the most important being that it invalidates the product warranty. To find the authorized Kawai dealer nearest you or to view the list of authorized online dealers, use the Dealer Locator found on the top left of our web site at www.kawaius.com.

Important Notice Regarding Purchases Made from Foreign Businesses

Kawai America Corporation and Kawai Canada Music maintain a network of service providers trained specifically for Kawai products that are sold in the US and Canada. We do not provide warranty service for any Kawai instrument purchased from a dealer that is located or operating outside the US and Canada. This policy applies even if the dealer is an authorized Kawai dealer in the dealer's home country. Should a customer experience any technical, cosmetic or shipping damage problem with a product purchased from a dealer outside of the US or Canada, the customer must contact the selling dealer for service. All costs associated with the return of an instrument to the selling dealer are the responsibility of the customer.

To ask a question regarding the status of a Kawai dealer or any Kawai policy, please send an email by [clicking here](#).