



Sonic Architecture Warranty

Domestic Warranty (U.S. and Canada)

All weldments are covered under a 10-year craftsmanship warranty. If a weldment fails within the first 2 years from the purchase date, the product should be sent back to the facility to be rewelded immediately. The manufacturer will cover the domestic freight costs. In the event of weldment failure within 3-10 years from the purchase date, the customer will be responsible for covering freight costs.

International Warranty

All weldments are covered under a 5-year craftsmanship warranty. If a weldment fails within the first 5 years from the purchase date, the product should be sent back to the facility to be rewelded immediately. The customer will be responsible for the freight costs.

To initiate a warranty claim, please contact our customer service department at customercare@freenotesharmoniypark.com and provide proof of purchase along with images of the product. If deemed under warranty, our team will guide you through the process and provide additional instructions.

This warranty does not cover damages resulting from misuse, unauthorized modifications, scratches, dents, or normal wear and tear.