

Buying Roland, Boss and Edirol Products on the Internet.

As part of researching any major purchase you may well be using the internet to obtain information and compare pricing. Many of our authorized Roland dealers have online stores from which you can make a legitimate purchase. However, there are also numerous unauthorized resellers offering our products for online purchase. Some of the pricing available from these overseas sources and local ebay stores appears to be very attractive. There are many varied and complex reasons for this, but if this leads you to consider purchasing a **NEW** Roland or Boss product online, there are a few things that we advise you to consider.

1. The complete list of authorized Australian Roland dealers is available on this site at <http://www.rolandcorp.com.au/default.aspx?pg=LocateDealer> If you buy from these stores you are guaranteeing yourself access to the combined after sales service and expertise of both the retailer and Roland Australia, including return or replacement policies, warranty against faulty manufacture, technical support, spare parts supply and accessories.
2. If the store you are considering buying from is in Australia, but isn't listed in our dealer section on this website, it may mean that they are not an authorized Roland dealer. The potential ramifications of this may affect the warranty, local technical support, electrical compliance or tax effectiveness of your purchase. These topics are covered in more detail elsewhere on this page. If you have any questions regarding the status of a retail store please contact us on (02) 9982 8266 or sales@rolandcorp.com.au
3. Authorized Roland dealers in other countries are generally prohibited from selling Roland or Boss products into Australia. If you are able to purchase online from another country, it is likely that the dealer is not authorized and the same possible implications as in Point 2 may apply.
4. Dealers authorized by Roland Australia are prohibited from placing **NEW** Roland, Boss or Edirol products for sale or auction on ebay.
5. Roland Australia does not authorize ebay stores. Ebay stores that offer **NEW** Roland and Boss products for sale are probably sourcing them from unauthorized overseas outlets. This has potentially serious ramifications regarding the warranty, support and electrical compliance of your product.

Roland Australia warrants the first consumer purchaser of every Roland, Boss and Edirol product **we import**. Unauthorized resellers of our products are not prevented by law from importing Roland, Boss and Edirol products themselves, but as the importer, they are responsible for fulfilling any promise of warranty on the products they sell. Roland Australia is not obliged to offer or support warranty on products imported by any other party, whether they be an importer, wholesaler, retailer or end user. Roland Australia's warranty information can be viewed at <http://www.rolandcorp.com.au/default.aspx?pg=Warranty>

Other points to consider when considering purchasing Roland, Boss or Edirol products from ebay stores:

Unauthorized sellers will often remove serial numbers from products to prevent their suppliers from being identified. Roland Australia will not warrant any product that has been tampered with in this way. Insurance companies may refuse to underwrite or pay claims on product without proof of ownership through serial number identification. If you buy product on ebay which is described as NEW and serial numbers have been removed, you are entitled to a full refund from ebay and/or PayPal as the goods are not as represented and could be stolen or second hand.

Products sourced from overseas are usually shipped with US or Euro power adaptors that have incorrect plug configurations and which may not comply with Australian safety standards. It is an offence for a retailer to sell any product with a power plug which does not comply with Australian Standards AS/NZS3112:2000 and AS/NZS3112:2004 by having insulated pins.

Be sure to ask for a GST invoice with your purchase. Proof of purchase is required for warranty and it also acts as a check of the integrity of the seller.

By buying online from a non authorized Roland dealer you face the risk that the product could be counterfeit, unsafe, non compliant or otherwise not as represented by the seller.

Roland Australia has 30 years of experience and dedication to providing first class service to our customers. We invest considerable resources to ensure that you, the end user, enjoy the best possible experience with your Roland, Boss or Edirol product, from the initial purchase through to the final musical, audio or visual application. Every purchase made from an overseas source threatens the viability and continuity of these services.