

## RETURNS & WARRANTY POLICIES

This relates mostly to purchasing from a distance, where the instrument has not been played in store prior to purchase.

### Basics

Please do not send back products without contacting us in advance and getting a returns reference. It's important to make sure you are confident with your product choice before clicking the buy button. Boxed guitars are large and expensive to courier back and forth. If you need advice about tuning, string choice, action, neck relief, woods, electrics or any other specifications please contact us on 01253 780323 between 1030 and 430.

### Changing your mind

If you have purchased a new product and changed your mind about it, we offer a 14 day returns policy, provided the product is received back in a new, re-saleable condition in original packaging and box. This bit is important, we do not refund postage. Carriage and liability is your responsibility you so we strongly recommend using a tracked and insured carrier. We need to thoroughly check your product is good to be re-sold so there will be a short wait before we can process an exchange or refund while we do this. Please be aware that hairline marks caused by strumming across the face, finger nails resting on the soundboard, belt/zip wear, scuffs, fret dents etc. mean we cannot resell it as new and this will incur a 25% reduction in the price. If a product is received back with transit damage, you will be notified so you can open an insurance claim with your courier and collect your product back from us. It is not possible for us to resell damaged products, so we are not able to refund them. We don't like it either but we have to charge a 10% restocking fee to cover our marketing and admin costs. This will be deducted from the refund, along with the original postage cost.

### If there is a problem

If you've been sent the wrong product, your product has reached you with transit damage, or your product is materially damaged/faulty and covered by our warranty (\*see warranty details below for more info) then always contact us first so we can see how best to help you. If we agree there's an issue we're responsible for, we'll discuss how best to resolve it for you. Solutions may include using your local repair shop, a third party service partner or us sending out a replacement part or product to you. If you bought your guitar from another retailer rather than directly from us, please direct your return or warranty enquiry to the original place of purchase. This will be dealt with by the dealer and local distributor.

## WARRANTY INFORMATION

### Scope

This warranty information relates to products purchased from this website only. If you have bought a guitar from one of our dealerships like Martin, Ibanez etc. from another shop, please contact them directly.

### Guitar Warranty

We take great care to ensure our new guitars are built by companies who take great care to make a quality product and conform to international regulations like CITES. During the design process these guitars undergo rigorous stress tests in order to pass safety standards. A guitar is made up of many small parts, sometimes sourced from different suppliers.

Very occasionally a problem may arise which falls outside of the normal wear and tear incurred by regular playing. That's why we provide you, the original owner of your new guitar, with a limited warranty.

Your guitar is supplied with a twelve month warranty against material and workmanship faults. If it gets scratched from normal day to day use, knocked over, weathered, or damaged by impact, that's not covered. The warranty is expressly limited to the guitar itself not incidentals like strings or associated costs (for example, labour and postage). That said, we'll always try to be reasonable and help out where we can with any issues.

The most important thing to remember when discussing warranties is this: your guitar is your responsibility and you must take reasonable care of it so we advise you don't lend it to someone or leave it in the vicinity of children and pets.

Warranty Voids Guitars need to be kept clean and properly setup to get maximum performance enjoyment and longevity. Guitars do not like spending time in direct hot sun, near radiators or in damp humid lofts or rooms where the temperature fluctuates wildly. The effects of this sort of neglect are easily identifiable by hygrometers and will nullify the warranty. Please ask for advise if necessary.

Some examples of how our warranty will be voided:

Neglecting your guitar

Improper setups causing issues

Modifying your guitar in any way

Repainting or re-lacquering

Fitting incompatible parts