

Terms & Conditions.

The usual build time is 4 months from the time of order (6 months for an archtop guitar), but this depends on the current orders on hand at the time.

Payment Terms

A 25% deposit is required before the start of construction, this locks in your price quotation and position in my build list. The balance on the instrument plus estimated shipping and insurance costs are due prior to delivery of the instrument. If the final payment for the instrument is not made upon request then I reserve the right to hold the deposit paid up to that point and to sell the instrument to a third party.

The instrument remains my property until full payment has been received and cleared and the instrument is collected by the buyer or delivery accepted. If receipt of the instrument is by delivery, any damage or fault must be reported within 24 hours.

Guarantee

All instruments carry a 12 month guarantee to the original purchaser. Faults in materials or workmanship will be repaired or replaced for the original owner during the guarantee period. The guarantee does not cover accidental damage (including damage caused by heat, humidity, or neglect), strings, fair wear and tear, or shipping.

For any work carried out on an instrument under guarantee, shipping must be paid by the purchaser.

Once an instrument is in possession of the buyer, he or she is then solely responsible for its ownership and care, and any damage or alteration will make the instrument non-returnable. Change or damage due to temperature or humidity is the responsibility of the owner - the instruments are built in a controlled environment but this does not make them immune to damage from these effects. It is recommended that relative humidity is kept between 40% and 65% to protect the instruments from damage as far as possible.