

Order Delivery Checklist

→ **Action 1: inspect upon receipt**

Please inspect the box carefully before the driver leaves.
If any anomalies are visible please ask the driver to report them on the delivery document before you sign off.

→ **Action 2: take pictures of the visible damage of the box opening.**

Next, open the box and inspect the case.
If any anomalies are visible please ask the driver to report them on the delivery document before you sign off.

→ **Action 3: take picture of the visible damage of the case.**

If needed let the box adjust to the room temperature. Inspect the guitar. If any damage is visible and if possible, ask the driver to report them also on the delivery document before you sign off.

→ **Action 4: take picture of the visible damage of the guitar.**

→ **Action 5: inform us as soon as possible but withing 7 days after the day of delivery.**

Mail us your findings and pictures. We will start to claim the damage and work with you to find a suitable solution. Keep in mind all shipments are fully insured and to date we have had minimal damage and – more important – always found a good solution for the customer.

Return Policy

Online ordered guitars except can be returned without reason within 14 days after reception and are therefore subject to our 'Money-Back Guarantee'.

For EU deliveries return shipping costs are for the customer to pay. If you choose to ship yourselves, please make sure the instrument is adequately insured.

International Returns (non-EU) are also accepted.
However, all actual shipping costs and 5% re-stocking fee will be charged.

View our full terms & conditions online [HERE](#)