

Simon Fay

GUITARS

Policy

Refund Policy

For commissioned instruments, I offer a 3-day grace period to "test drive" the guitar and make sure it meets your expectations. Should you decide not to keep the guitar, you need to contact me by phone at (386) 690-2567 to arrange for a return and refund. I strongly recommend fully insuring the guitar on its return journey. Provided the instrument is returned to me in its original condition, I will issue a refund minus the shipping costs once the guitar has been sold or you may opt to receive an immediate refund minus the shipping costs and your \$500 deposit. My refund policy does not apply to guitars that are customized in such a way that would exclude most potential buyers; however, I will notify you before the build process begins if such restrictions will apply to your guitar.

Non-commissioned guitars are eligible for an immediate refund minus the shipping costs. Guitars sold through an instrument dealer are subject to the dealer's return/refund policy.

Limited Lifetime Warranty

Fay guitars come with a limited lifetime warranty to the original owner against defects in materials or original workmanship. The warranty is effective for as long as *Simon Fay Guitars* is in active operation. Upon notice of any defect, *Simon Fay Guitars* will either repair or replace, at their option, the defective part or material. The original owner shall assume and pay the cost of all shipping charges or postage. Any unauthorized repairs or alterations will void the warranty. Exceptions to this warranty include:

- Normal and expected wear
- Damage from accident, abuse, or neglect
- Damage from extreme temperatures (outside the range of 40°F - 100°F)
- Damage from exposure to improper relative humidity (outside the range of 40% - 55%)
- Tuners and any pickups/electronics (warranted by manufacturer)