

Simon Fay

GUITARS

Policy

Refund Policy

For commissioned instruments, I offer a 1 week trial period to make sure the instrument meets expectations. If you are not completely satisfied, you may return the guitar for a full refund once the instrument has been sold to another customer. 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 \$1,000 deposit. Any damage to the guitar will result in a refund decrease equivalent to the repair costs and devaluation of the instrument.

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

Each instrument comes 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 discretion, 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)