

Spalt Instruments

TERMS AND CONDITIONS FOR ORDERING A SPALT INSTRUMENT

How to order:

We like to keep a close communication with our customers so we can fulfill your wishes. We will require you to complete our order record to confirm the order. Standard Orders refer to models in stock or built as described in our current brochure. We want to fulfill the artist's every wish, so we offer Custom Orders for those who want it made in accordance with their own specifications. We do offer a wide variety of wood and hardware choices. Some can be ordered as option for our standard models, but many have to be made as custom orders. Please contact us and we will be happy to discuss this.

To finalize the order we require a 50% material deposit for standard orders, and a **non-refundable** 50% deposit for custom orders.

Return policy / 48-hour approval period for standard orders:

Retail customers may return an instrument purchased from Spalt Instruments within 48 hours of purchase for a full refund less shipping charges. The time period starts with physical delivery of the instrument to the customer. Money will be refunded after return and inspection of the instrument or equipment. Damages caused by the customer will be repaired before refund is given, and customary repair charges will be deducted from the money to be refunded. There will be no charge for worn strings.

Special / custom orders are excluded from our return policy, meaning that there is no refund or exchange on special / custom orders. **Special / custom order sales are final.**

Warranty:

Products manufactured and sold by Spalt Instruments carry a limited warranty against defects in materials or workmanship for the time span of 2 years after purchase. A detailed description of our warranty policy will be included with our instruments.

Payment:

We accept personal checks, cash, credit cards (Visa, Mastercard, Discover Card) and certified funds. Items will be shipped after funds have been credited to our bank account. There will be a charge of \$ 25.00 for all checks that are returned for non-sufficient funds. Refund payments will be made by company check or, if the payment was made with a credit card, a credit to this card. Payments must be made in US Dollars; refunds will be made only in US Dollars. California residents will be charged Sales Tax.

Shipment:

We will ship FedEx ground unless customer specifies otherwise. Customer is responsible for all shipping costs.

Other:

Gigbags and hardshell cases are available. Hybrid models come with a custom stand.

These terms and conditions are subject to change without notice. TS 07/2008.