



## **Terms and Conditions**

### **Ordering a Commission**

When ordering a bespoke guitar, a 40% non-refundable deposit is required to secure the build slot and materials used for the build. All details will be finalised before the build has begun. Any alterations to the design or specifications of the build which are requested once the build has begun may incur a £50 alteration fee, at the discretion of JKM Guitars.

The remainder of the payment is required once the build is completed, as well as any postage and insurance fees posting through UPS (signed and tracked). The guitar can not be sent before the full fee has been paid. Collection from the workshop is also available. Any import taxes or fees incurred during transit must be covered by the buyer.

If the full payment for the commission is not received within the appropriate time frame (usually 28 days after completion) the guitar may be listed to the public for sale, and the deposit payment will be lost. If there is any reason for delay of final payment please contact us at the earliest possibility so this can be avoided.

### **Returns and Refunds**

Once in receipt of the instrument, there will be a 7 day period where you can trial the guitar to make sure it meets your expectations. If the guitar has failed to do so, please contact me within the 7 day window to arrange a return.

The guitar must be returned in new condition, with the postage and insurance covered by the buyer (this can be arranged by JKM guitars, with the fee deducted from the refund). Any damage or wear that has occurred that would need repair to return the instrument to a like-new state will incur a fee which will be deducted from the refund. The guitar will then be listed to the public, and once the guitar has been re-sold, the refund for the guitar (less deposit, repairs and shipping) will be returned.

If the guitar is stock (Non-commissioned) a full refund is available (minus shipping costs).

Guitars sold through affiliate shops are subject to their own returns policies.