

## **ORDERING INFORMATION, TERMS AND CONDITIONS**

**Thank you for your interest in Grimes Guitars. I take great pleasure in building a custom instrument to satisfy all the needs of the customer. And I take great pains in executing the design that we agree upon. Below are a few notes about the price, deposit refunds, and time of delivery.**

**At the time an order is placed, the current price of the instrument, including custom work, is the final price. Any increases in the prices of standard models after the date of order are not passed on to the customer. In other words, the price to the customer does not change after the deposit is made, unless additional features or customizations are requested by the customer. In the case of unavailability of a certain material or hardware, the alternative item may reflect a small change in price.**

**Upon initiation of an order, a twenty percent deposit is required if the instrument is a standard model with a small amount of custom work involved. In the case of a special order or highly customized standard model, a fifty percent deposit is required. This deposit initiates the order and places it in the chronological list for completion. In some cases, a time payment plan can be worked out if this is agreeable to both parties.**

**Although it rarely happens, occasionally a customer finds it necessary to cancel an order. I have found it helpful to structure a refund policy that attempts to cover for the various contingencies that could arise. Since it takes considerable time to consult with the customer and to process the order, a full refund, less a processing charge of \$100, plus any credit card fees, will be made for a period of thirty days after receipt of deposit. After thirty days, and until the guitar is started, a refund of seventy five percent of the deposit is made. A notice will be sent to you approximately ten to twelve months from time of deposit, stating all the specifications that will be incorporated in the guitar. This notice serves to ensure all the requested features are correct, and also to notify you of the start of construction. From the time I receive this confirmation back from you, the deposit is not refundable, as the guitar is now started. Even though the estimated time of completion may still be a year or two away, construction begins with the processing of the wood, bending the sides, ordering parts, etc.**

**After delivery of the guitar, if the customer is not satisfied for any reason, the refund would consist of eighty percent of the full price of the guitar. In other words, a full refund, less the deposit, will be made. The customer must return the instrument in its original case, in new condition, within twenty one days. Shipping is to be paid by the customer. All refunds will be made within thirty days of receipt of the guitar.**

**Stated time of completion is an estimate. Occasionally I run a bit late, and sometimes a bit early on the approximated time of completion, but for the most part, the estimate is accurate. If for any reason I am incapacitated and the completion of the guitar is delayed by six months or more, the customer, at his request, will be refunded the entire deposit within thirty days of the request. Grimes guitars carry a limited lifetime warranty on workmanship and materials for the original owner and his/her descendants.**

**If you have any questions about this agreement, or wish to add something to it, please inquire.**

\_\_\_\_\_ Date \_\_\_\_\_

**Date**

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