



WARRANTY

There is a 5-year, non-transferable warranty to the original owner on all unmodified and properly cared for ACG instruments. This warrants that the instrument(s) is free from defects in materials and workmanship, subject to the limitations contained herein. The warranty is extended to the original purchaser only, and may not be transferred or assigned to following owners or purchasers.

Please contact ACG instruments for information and return authorisation. No instrument may be returned to ACG without prior approval. A complete written description of the problem must accompany all instruments returned for warranty repairs.

Any ACG instruments found to be defective, with defects covered under the terms of this warranty, will be repaired at the option of ACG, provided the instrument is promptly delivered (freight and insurance prepaid) directly to ACG for service.

This warranty covers the cost of labour and materials for all repairs, as well as return shipping charges at "ground" rates.

ACG warranty does not cover:

- Instruments serviced or worked on by any unauthorised repairer.
- Instruments serviced or worked on by the customer or any unauthorised person.
- Instruments modified in any way.
- Any damage due to misuse, negligence, or accidents.
- Shipping damage of ANY kind.
- Normal "wear and tear", including, but not limited to, colour fading, discolouration or damage to the original finish, worn frets, strings, tuners, hardware and plating.
- Instruments that have been subjected to extremes of humidity, heat or temperature.
- Any factory-installed electronics or hardware.
- Subjective issues regarding tone, wood grain or colour.
- Instruments purchased used.

AC Guitars does not give any other warranties as stated above. All other implied warranties are disclaimed and excluded from this warranty.

AC Guitars shall not be liable for any special, indirect consequential, incidental or other similar damage suffered by the purchaser or any third party, including without limitation, damages for loss or profits or business or damage resulting from use or performance of the instrument, whether in contract or in tort, even if we have been advised of such damages. AC Guitars shall not be liable for any expenses, claims or suits, arising out of, or relating to any of the foregoing.



STOCK INSTRUMENTS

Trial periods, returns and refunds

On stock purchases there is a 7-day trial period. Within 7 days after receipt, if an instrument proves unsuited to the customer, he/she can return the instrument. AC Guitars will arrange for the bass to be pickup up from the customer. The returned instrument should be in the original condition, and packed with the materials it was sent in. The purchase price, minus the shipping both ways, will be refunded. If the instrument is not received in its original condition the costs of restoration will be deducted from the refund.

All shipping expenses are the responsibility of the customer.

Invoice and shipping

1. You will be contacted to discuss the shipping options.
2. You will receive an invoice for the balance including shipping.
3. A full postal address and contact number will be required to book the delivery.
4. Delivery details, including tracking number will be forwarded as soon as the delivery has been booked.
5. The instrument will be shipped after payment has been verified.
6. Export/import regulations and taxes are the responsibility of the customer/owner.



CUSTOM ORDERED INSTRUMENTS

Delivery date

Delivery dates are estimates. Being a one-man company I cannot give an exact deadline.

While every effort will be made to meet the original estimate, this might not always be possible. If this is the case, you will be informed as soon as possible.

Trial periods, returns, refunds and cancellations

There are no refunds on custom-ordered instruments after they are completed and purchased.

After the non-refundable deposit is made, you may cancel the order, but the nonrefundable deposit will be retained by AC Guitars. This will cover most of the costs made for consultation and ordered parts.

Custom orders: Invoice, shipping and deposits

1. On completion of your bass you will be contacted to discuss the shipping options.
2. You will receive an invoice for the balance including shipping.
3. A full postal address and contact number will be required to book the delivery.
4. Delivery details including tracking number will be forwarded as soon as the delivery has been booked.
5. The instrument will be shipped after payment has been verified.
6. Export/import regulations and taxes are the responsibility of the customer/owner.