

**Eric Monrad, Luthier**

## **APPROVAL POLICY**

This policy applies only to instruments bought sight unseen. Purchases made after inspecting an instrument are final.

Classical guitar purchases made sight unseen are on an approval basis if the instrument has standard features. After my receipt of your payment in full, I ship your instrument to you for an approval period of five days. The approval period begins when the guitar is delivered to the buyer's address by the shipping company.

**PLEASE NOTE:** Your guitar is shipped to you in brand new condition. When it arrives, unpack it and inspect it carefully. If you find that it is damaged in any way, contact me immediately to inform me so that you will not be held responsible for the damage, and I can file a claim with the shipping company.

Your purchase is considered final after the five-day approval period ends unless you inform me before the end of the approval period that you do not wish to purchase the instrument and ship it back to me. In this case, I will refund the full purchase price of the instrument, less the nonrefundable order deposit, and less the cost of shipping it to you, provided that:

1. You ship the guitar back to me overnight via FedEx, in its original packing materials, insured for its full purchase price, with shipping and insurance charges prepaid by you. You must ship the instrument before the end of the 5-day period, unless the fifth day falls on a weekend or holiday, in which case it must be shipped on the next business day.
2. The guitar arrives in the same condition as when originally shipped to you.

To avoid damage to the guitar during the approval period, please follow the care guidelines received with the instrument, being careful to protect against moisture and damage from fingernails, buttons and buckles while playing it. Loss, theft, or damage to the guitar while it is in your possession are your financial responsibility. In the case of loss or theft, you will be responsible for the full purchase price of the instrument. In the case of damage requiring repairs, I reserve the right to repair the instrument myself and to determine the fair market cost of the repair.

After five days, all sales are final.