

Policies

Payments

We typically require a 1/3 deposit to initiate the order and construction process, 1/3 once the bass is 50% completed, and the final 1/3 once the bass is completed and ready to be shipped. We can accept Visa and MasterCard. A Payment Receipt is emailed or mailed to you indicating the amount paid and balance due after each payment. Progress photos are also emailed or mailed to you to assure you of its progress.

Turnaround Time

Typically, we require approximately 6 months from start to finish. Occasionally more time is required depending on the schedule, availability of the wood choices, and other special requests, such as custom inlay designs or components not standardly used.

Cancellation Policy

- Refunds are not offered for dollar amounts already applied to instruments in-progress.
- Refunds may be returned for amounts assigned to instruments not yet started.

Return Policy

- Returns are not accepted for reasons other than manufacture defects.
- A Warranty is provided for each instrument and is valid for the initial purchasing customer.

