

Conditions Relating to Your Use of LYTHAM ST ANNES GUITARS.

The terms and conditions described here pertain to the use of, and purchases made through the website LYTHAM ST ANNES GUITARS only.

In store purchases are subject to different policies. See 'Instore Purchases' below.

Definitions

Company refers to LYTHAM ST ANNES GUITARS. Goods and services refers to The Goods and services which the company supplies. Purchaser refers to The person who the company is supplying goods and services to.

Ownership of goods

Legal title in goods shall remain the company's until such time the company receives payment in full of all sums due in respect of goods supplied. If the purchaser fails to make all payments when due, dishonours payment, enters bankruptcy, liquidation, has a receiver or manager appointed over any assets or becomes insolvent, or if the company has reasonable cause to believe that any of these events may occur, the company shall reserve the right without prejudice to any other remedy of the company to repossess the goods and materials without prior notice and the purchaser will permit the company to enter any premises for the such repossession.

Deposit

Goods reserved with a deposit will be held for a period of up to four weeks from invoice date unless other arrangements are agreed by us prior to deposit. Deposits are non transferable or refundable.

Delivery / Carriage

Delivery times are approximated. Time for delivery shall not be of the essence unless previously agreed by the company in writing. The company's charge for delivery may not represent the actual cost paid by the company to it's courier. The company reserves the right to charge the purchaser the full cost of carriage on unwanted goods.

Shortages & Damage in transit

Any shortages or damages must be reported to the company within 24 hours or next working day from the delivery date.

Returns

The company will not accept any returns without a valid returns authorisation. All mail order returns must be notified within 14 days of delivery date. It is the purchasers responsibility to return any unwanted products to the company in the condition that they were received, in the original packaging and with a copy of the sales receipt. A free collection will be made by the company in the case of faulty or incorrectly supplied goods. Unwanted goods must be returned at the purchasers expense. The company reserves the right to make a re-stocking charge in the case of goods incorrectly purchased. We will also reclaim the original shipping costs at cost price for returned goods from a refund even in the case of "free delivery".

Items that are specially ordered for a customer or made to order can only be returned if they are faulty. LYTHAM ST ANNES GUITARS cannot accept any responsibility for the suitability of a special order but will endeavour to provide the best guidance possible.

Please allow up to 3 working days for refunds to be processed.

Privacy policy

This website and its owners take a proactive approach to user privacy and ensure the necessary steps are taken to protect the privacy of its users throughout their visiting experience. This website

complies to all UK national laws and requirements for user privacy. Here is our GDPR statement in downloadable .pdf format (<http://www.lsaguitars.com/lsaguitars-gdpr.pdf>)

This website uses tracking software to monitor its visitors to better understand how they use it. This software is provided by Google Analytics which uses cookies to track visitor usage. The software will save a cookie to your computers hard drive in order to track and monitor your engagement and usage of the website, but will not store, save or collect personal information. You can read Google's privacy policy here for further information [<http://www.google.com/privacy.html>]. No personal information is stored, saved or collected.

Instore Purchases

All deposits for goods and services are non-refundable and non-transferable.

All new goods are covered by a full uk manufacturers warranty.

All goods non-returnable and non-refundable.

All used goods are sold as is without warranty unless agreed by both parties in writing.

WARRANTY POLICIES

This relates mostly to purchasing **from a distance**, where the instrument has not been played in store prior to purchase.

Basics

Please do not send back products without contacting us in advance and getting a returns reference. It's important to make sure you are confident with your product choice before clicking the buy button. Boxed guitars are large and expensive to courier back and forth. If you need advice about tuning, string choice, action, neck relief, woods, electrics or any other specifications please contact us on 01253 780323 between 1030 and 530.

Changing your mind

If you have purchased a new product and changed your mind about it, we offer a 14 day returns policy, provided the product is received back in a new, re-saleable condition in original packaging and box. This bit is important, we do not refund postage. Carriage and liability is your responsibility you so we strongly recommend using a tracked and insured carrier. We need to thoroughly check your product is good to be re-sold so there will be a short wait before we can process an exchange or refund while we do this. Please be aware that hairline marks caused by strumming across the face, finger nails resting on the soundboard, belt/zip wear, scuffs, fret dents etc. mean we cannot resell it as new and this will incur a 25% reduction in the price. If a product is received back with transit damage, you will be notified so you can open an insurance claim with your courier and collect your product back from us. It is not possible for us to resell damaged products, so we are not able to refund them. We don't like it either but we have to charge a 10% restocking fee to cover our marketing and admin costs. This will be deducted from the refund, along with the original postage cost.

If there is a problem

If you've been sent the wrong product, your product has reached you with transit damage, or your product is materially damaged/faulty and covered by our warranty then always contact us first so we can see how best to help you. If we agree there's an issue we're responsible for, we'll discuss how best to resolve it for you. Solutions may include using your local repair shop, a third party service partner or us sending out a replacement part or product to you. If you bought your guitar from another retailer rather than directly from us, please direct your return or warranty enquiry to the original place of purchase. This will be dealt with by the dealer and local distributor.

WARRANTY INFORMATION

Scope

This warranty information relates to products purchased from this website only. If you have bought a guitar from another shop, please contact them since your contract and rights are related to them and their Terms.

Warranty

We take great care to ensure our new guitars are built by companies who take great care to make a quality product and conform to international regulations like CITES. During the design process these guitars undergo rigorous stress tests in order to pass safety standards. A guitar is made up of many small parts, sometimes sourced from different suppliers.

Very occasionally a problem may arise which falls outside of the normal wear and tear incurred by regular playing. That's why we provide you, the original owner of your new guitar, with a limited warranty.

Your guitar is supplied with a twelve month warranty against material and workmanship faults. If it gets scratched from normal day to day use, knocked over, weathered, or damaged by impact, that's not covered. The warranty is expressly limited to the guitar itself not incidentals like strings or associated costs (for example, labour and postage). That said, we'll always try to be reasonable and help out where we can with any issues.

The most important thing to remember when discussing warranties is this: your guitar is your responsibility and you must take reasonable care of it so we advise you don't lend it to someone or leave it in the vicinity of children and pets.

Warranty Voids

Guitars need to be kept clean and properly setup to get maximum performance enjoyment and longevity. Guitars do not like spending time in direct hot sun, near radiators or in damp humid lofts or rooms where the temperature fluctuates wildly. The effects of this sort of neglect are easily identifiable by hygrometers and will nullify the warranty. Please ask for advise if necessary.

Some examples of how our warranty will be voided:

Neglecting your guitar - e.g. not keeping the board conditioned and the fixings free of corrosion; not keeping your guitar in conditions of moderate temperature and humidity; not using the correct cleaning product for the lacquer type,

Improper setups causing issues - do it yourself or 3rd party adjustments causing damage; not checking the fixings on a regular basis to discover changes. Repainting or re-lacquering. Fitting incompatible parts etc. Please phone to check first.