

Terms & Conditions

The terms and conditions described here pertain to purchases made in the LYTHAM ST ANNES GUITARS shop. We do not sell online.

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.

Purchases

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

All new goods are covered by a full UK manufacturers warranty because very occasionally a problem may arise which falls outside of the normal wear and tear incurred by regular playing.

All goods non-returnable and non-refundable unless as part of an unexpected warranty situation and the instrument cannot be repaired.

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

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.

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 advice 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.