

## Guitar-Tables.com Return and Cancellation Policy

**NOTE:** The ordering process includes an acceptance and full agreement of the following Return and Cancellation Policy. You will be required to check the box reading: "*I agree in full to terms and conditions outlined in Guitar-Tables.com Return and Cancellation Policy*". By checking this box you agree to accept in full all terms and conditions listed on The Guitar Tables Store including our Cancellation Policy and such acceptance will be in lieu of customer's legal signature.

### **Satisfaction Guarantee Return Policy**

On purchases made through Guitar-Tables.com or affiliated websites, if within **5 business days** upon receiving your purchased item, you are not completely satisfied; Guitar-Tables.com or affiliated websites will honor an exchange of like product or a reselection of a different product upon returned receipt of item in "like new", original condition and in original packaging. In case of reselection of a different product, cost differences will be handled through a store credit for lower-priced exchanges or a customer payment on balance of higher-priced exchanges. Shipping charges will be applied. Please call us at **610.746.4278** to make arrangements on all returns.

### **Damaged Items**

All of Guitar-Tables.com products are constructed on our premises and are inspected for imperfections and damages prior to packaging. No third-party manufacturers are affiliated with the construction or packaging of your purchased products. Guitar-Tables.com and affiliated websites only utilizes in-house or UPS service for deliveries. Unfortunately, rare occurrences of accidental or shipping damage to your order may occur. We ask our customers to thoroughly inspect the merchandise at the time of arrival and contact us immediately about any sustained damages at **610.746.4278** or email us at [customerservice@guitar-tables.com](mailto:customerservice@guitar-tables.com). Please include any photographs of said damages with your email correspondence. If the damages are not promptly and fully noted and reported within **72 hours** of delivery, we will not be able to assist customers with later claims. We reserve the right to repair items at customer's premises or accept a return for repair and/or replacement. **Regrettably, full refunds will only be granted in the rare event that we are unable to repair or replace the said item.** We also expect our customers to be available for all scheduled appointments in respect to delivery, repairs or replacement of merchandise. Additional charges may apply if scheduled appointments are not adhered to.

### **Cancellation Policy**

All orders are individually placed upon the request of our valued customers. As soon as a purchase order is placed through Guitar-Tables.com or affiliated websites, we proceed with the onset of the manufacturing process of the said item. From the onset of placing the order with Guitar-Tables.com or affiliated websites, the respective customer agrees to financial obligation and payment of the purchase under the conditions of this policy. Guitar-Tables.com or affiliated websites will try to assist with cancellations of orders within **72 hours** of order placement. We will not be able to cancel any orders which are "customized", already prepared for shipment or are actually shipped. Please call us at **610.746.4278** to make arrangements on cancellations.

### **Legal Disputes**

The terms and conditions of this policy shall be governed by and construed in accordance with Pennsylvania State Law applicable to agreements made and entirely to be performed within Pennsylvania. Regardless of your location at the point of site access and order purchase, you agree that any action at law or in equity arising out of or relating to these terms and conditions shall be filed and adjudicated only in the federal or state courts located in Northampton County, PA (Lower Nazareth district) and you hereby irrevocably and unconditionally consent and submit to the exclusive jurisdiction and venue of such courts over any suit, action or proceeding arising out of these terms and conditions.