



WARRANTY

Warranty - I guarantee all my pickups against defects in materials and workmanship for as long as I remain alive and able to work. I am a one man operation and this is the closest I can come to a lifetime guarantee. If one of my pickups fails on its own, is free from obvious accidental damage or abuse and has not been altered or repaired except by me I will repair or replace it at no cost to you. The warranty against defects in materials and workmanship is transferrable as long as the original serial number label with my signature remains either intact on the pickup, or accompanies the pickup for a return. (This label is your automatic warranty registration, my assurance that it is my work, and I need the serial number information to retrieve the original specs for a repair or rewind.) You do not need to perform any other registration for the warranty to be valid, but before a return you must call or email with an explanation of the defect and get a return authorization number so I know it is coming.

I guarantee all pickups when shipped to be free of cosmetic defects, and to meet the advertised specifications. If you are not satisfied with the appearance or fit of your pickup or if it does not match what you ordered you may return it within 30 days of receipt for an exchange or refund. You must call or email and get a return authorization. This guarantee against cosmetic defects or failure to meet specifications applies to the original purchaser only and is not transferrable.

Tonal quality is highly subjective and very much dependent on the guitar and amplifier used, so I am unable to offer any hard and fast guarantees about tone, but I will work with the original purchaser for a few months or a reasonable time after shipment. I want you to be satisfied with your purchase. I do not include any particular tonal quality as a specification that can be ordered, because it cannot be measured. But if you are not satisfied with the tone of your pickup because it is significantly different than what you expected in good faith based on my advertising or any tonal goals we may have agreed on when you ordered it to be made, then I will discuss the issue with you by telephone or email. I will need for you to be very specific about how the tone is different from your expectation. I may ask you to check the phase of the wiring or try a different amplifier or change settings, strings, or pedals, as these can have a significant effect on tone. If you order a custom wound pickup you must accept some degree of risk in the tonal outcome. (This is no different than if you were to purchase a stock pickup from another vendor.) I cannot guarantee that tonal objectives you are seeking can be achieved based on theory alone. I can only guarantee that the specifications you ordered will be faithfully executed. I do however, recognize that seeking a certain tonal objective is a valid purpose for ordering a custom wind, and that it is necessary to install and use the pickup to determine if the tonal objective has been attained. Therefore, for custom winds, I will participate in the tonal risk by offering to rewind or replace the pickup to different specifications one time for the original purchaser for a discounted fee of 25% of the then current price charged for a rewind of the same type of pickup, plus actual shipping costs. I may agree to waive this fee if I determine that the rewind is needed due to a manufacturing error on my part. If we agree that a magnet change is needed, I will exchange a humbucker magnet for a different alloy magnet and/or recharge the existing magnets to a different gauss level free of charge except for shipping. I may also agree to do additional work beyond the first rewind attempt for a reasonable fee negotiated ahead of the work being done. If it is necessary to return the pickup I will issue a return authorization when we discuss the problem.

