



DANIEL R. BLOM - LUTHIER

## FREQUENTLY ASKED QUESTIONS

Q - Do you do work outside of your local area of Nashville, TN?

**A - Yes, we accept work from around the United States and across the globe.**

Q - Do you have any sort of guarantee on your repair?

**A - Yes, we always strive for 100% customer satisfaction and will address any problems until you are happy.**

Q - What are your hours of operation?

**A - My shop is on my property and appointments are highly recommended. Call 615.512.7553 before coming out. Your time is valuable, and we want to make sure we are here and not running errands. The one thing that sets us apart from everybody else is the one on one interaction we have with the customer and instrument.**

Q - Do you have insurance on my guitar?

**A - Yes, I have a certain amount of insurance that covers our customers' instruments. We need to be aware of the value of your instrument. I will inform you if you need to get additional coverage.**

Q - Is it safe to ship my guitar?

**A - Yes, we will walk you thru the entire process if needed. We recommend UPS. We always work towards same week delivery. I do not want your instrument on a truck or in a warehouse over the weekend. We will advise you on when to ship or to expect a package to arrive.**

## POLICIES

A 50% deposit on repairs over \$500.00 may be required depending upon the type of work. The balance on all repair work must be paid for within 7 days of notification of completed or projected completion of the job. If you are out of state and will not be able to pickup within 7 days, we request that you send a check upon notification. We stand behind our work and have an excellent track record of meeting your needs. We are a very small repair shop and spend a great deal of time on your instrument. Please be aware of our need to be compensated in a timely fashion.

Repair estimates are free.

Repair estimates for insurance claims or appraisals are \$20.00

Changes in your estimate may occur during the process of repairs. We try to notify you of any changes for your approval. If the additional cost is small and we cannot get into contact with you, we will proceed with the repair and explain it when we can.

A storage fee of \$5.00 a day will be added if payment hasn't been received in 2 weeks. Unclaimed instruments become the property of Blom Guitars after 30 days.

## ACCEPTED FORMS OF PAYMENT

We accept: Cash, Credit Card, Check, Money Order, & PayPal