

# The Flute Atelier — Service & Return Policy

## Workmanship Guarantee

The Flute Atelier guarantees the quality of its workmanship for a period of six (6) months from the date of purchase or completion of the service. If a fault arises that is directly attributable to our workmanship within this period, we will, at our discretion, repair the defect at no charge for labour.

This guarantee applies only to the specific work carried out and does not extend to unrelated components, normal wear, accidental damage, environmental effects (including humidity and temperature changes), misuse, or subsequent work performed by third parties.

## Materials and Parts

Where replacement parts or materials have been installed, the guarantee covers defects in installation only. Manufacturer defects in parts are subject to the original manufacturer's terms where applicable.

## Exclusions

This guarantee does not cover:

- Routine maintenance and adjustments resulting from normal settling or playing wear
- Pad wear due to playing conditions or moisture exposure
- Cork and felt compression through normal use
- Damage caused by handling, transport, or storage after return
- Instruments altered, disassembled, or serviced by anyone other than The Flute Atelier after completion

## Return for Warranty Service

If you believe an issue is covered under this guarantee, please contact The Flute Atelier before returning the instrument. We may request details, photographs, or a description of the concern to assess eligibility.

Customers are responsible for all shipping, insurance, and handling costs to and from The Flute Atelier. We strongly recommend secure packaging and full insurance, as we cannot accept responsibility for loss or damage during transit.

## **Assessment and Discretion**

All warranty claims are subject to inspection by The Flute Atelier. Determination of whether a repair falls under this guarantee is made at our sole discretion.

## **Non-Transferability**

This guarantee applies only to the original customer for whom the work was performed or the original purchaser of an instrument and is not transferable to subsequent owners unless agreed in writing.

## **Limitation of Liability**

The Flute Atelier's liability is limited to the repair of workmanship as outlined above. We are not liable for consequential losses, loss of use, or any indirect damages arising from instrument failure.

## **Contact**

Please contact us prior to returning any instrument for warranty service to obtain return instructions and ensure prompt handling.