

Read carefully the *Policy and Disclaimers* statements below before placing your order.

If you place an order with Vintage Vibe Guitars it will be assumed that you have read, understood and agreed to all of the provisions in the *Policy and Disclaimers* statements below.

I can accept payment via PayPal; my account is: info@vintagevibeguitars.com

Please include the mailing address you would like to have the package shipped to and a brief description of the product you ordered and any special mailing instructions in the PayPal comments box.

I can accept MasterCard, Visa or AmEx (please complete and return the enclosed credit card info form and send the last four digits of your credit card account number in a separate email message).

I can also accept a money order in the snail mail (please make payable to Vintage Vibe Guitars).

The business address for Vintage Vibe Guitars is:

Pete Biltoft
Vintage Vibe Guitars
P.O. Box 5215
Sarasota, FL 34277

*If you use a money order please make it payable to **Vintage Vibe Guitars***

Please include in your letter the mailing address you would like to have the package shipped to and a brief description of the product you ordered and any special mailing instructions.

Thanks!

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Mission Statement: Vintage Vibe Guitars makes every effort to provide the best products and services in after-market passive magnetic pickups, pickguard assemblies and related parts for amplified stringed instruments.

Contacting Vintage Vibe Guitars:

Email: info@vintagevibeguitars.com

Phone: (925) 337-0991

Text messaging: (925) 337-0991

Mail:

Vintage Vibe Guitars

PO Box 5215
Sarasota FL 34277

Policy statements and disclaimers:

1. Modification to an instrument:

By purchasing aftermarket pickups or pickguard assemblies the purchaser acknowledges that he or she intends to make modifications to a new or existing instrument. Ultimately ***the purchaser is fully responsible*** for the outcome of these modifications. Vintage Vibe Guitars does not offer any installation services. Vintage Vibe Guitars assumes no responsibility for any financial loss, personal injury or damage to an instrument due to installation of any products made by Vintage Vibe Guitars or from advice offered. The purchaser is responsible for all mechanical and electrical modifications required to install the purchased product into an instrument. Vintage Vibe Guitars does not work on complete instruments; please do not ship complete instruments to Vintage Vibe Guitars without prior approval.

2. Warrantee for standard products:

Products offered by Vintage Vibe Guitars are covered by a 5 year warrantee from the date of purchase; this warrantee is extended only to the ***original purchaser*** and is limited to flaws in workmanship and/or materials only. Damage to products voids this warrantee. Cost for return shipment will be paid by the purchaser.

3. Warrantee for custom products:

Vintage Vibe Guitars is pleased to offer design and fabrication services for custom products made following the customer's stated requirements or specifications. These ***custom products are considered prototypes and cannot be returned to Vintage Vibe Guitars for refund, modification or exchange for any reason***. While every effort will be made by Vintage Vibe Guitars to produce custom products which meet all of a customer's stated requirements, the purchaser must acknowledge that all custom prototype products by their very nature are unproven designs with unknown performance. The functionality of custom products is covered by a 5 year warrantee from the date of purchase; this warrantee is extended only to the ***original purchaser*** and covers flaws in workmanship and/or materials only.

4. Design input for custom products:

It is the responsibility of the customer to communicate clearly to Vintage Vibe Guitars all requirements and specifications for custom products before requesting a price quote. Changes to the design or specifications requested after a quote is provided by Vintage Vibe Guitars may increase the cost of the custom product. Vintage Vibe Guitars will make every effort to prompt customers for all relevant design information but cannot be responsible for knowing all of the requirements and specifications for size, shape and features. In some cases Vintage Vibe Guitars may require diagrams and measurements provided by the customer. Design input can be sent to Vintage Vibe Guitars via USPS Mail service or scanned and emailed to Vintage Vibe Guitars using the contact information provided above. Small parts such as pickups, pickup covers, mounting rings and pickguards can be shipped to Vintage Vibe Guitars for measurement with prior approval from Vintage Vibe Guitars. The sender will be

responsible for any loss or damage to these parts during shipment; insuring the shipment for full replacement value is recommended. As requested, original parts will be returned to the customer along with the new products.

Custom products fabricated by Vintage Vibe guitars are considered prototypes and cannot be returned for refund or exchange for any reason.

5. Compatibility of products:

Vintage Vibe Guitars makes every effort to offer products that are mechanically and electrically compatible with components and instruments manufactured by other companies. There exist no universally accepted standards for physical dimensions, shape or electrical characteristics of components in the musical instrument industry. By purchasing aftermarket products to modify an existing instrument or to make a new instrument the purchaser must assume full responsibility for component compatibility. Vintage Vibe Guitars can offer a limited amount of customer support to the ***original purchaser*** regarding installation issues but cannot be responsible for the compatibility with or performance of components or instruments made by other manufacturers.

6. Cosmetic perfection:

Vintage Vibe Guitars strives to achieve a professional visual appearance with all products. Due to the hand-made nature of the products offered, some minor cosmetic imperfections may occasionally be present. Vintage Vibe Guitars asks our customers to understand before a purchase is completed that occasionally very minor cosmetic blemishes may be visible in bobbin tops or pick guards. Given that in normal use pickups and pick guards experience wear including scratches and buffing Vintage Vibe Guitars asks for some understanding if new products arrive with very minor cosmetic flaws. Vintage Vibe Guitars does not accept returns nor will offer refunds for products solely on the basis of minor cosmetic imperfections. If you as a customer require 100% visually perfect finish then hand-made pickups and pick guards from Vintage Vibe Guitars may not be a good choice for you and we request that you find another vendor who can offer perfect cosmetic finish on all products.

7. Installation:

Installation of pickups into an instrument is the sole responsibility of the purchaser. While installation of pickups is relatively straight-forward, it does require that the installer have some skill in mechanical installation, soldering and a basic knowledge of simple electrical circuits. A good quality soldering iron (25 watt pencil type, such as the Weller WTCTP) and a good quality multimeter (Fluke model 10, for example) to check the work are recommended. In addition, the reference book *Guitar Player Repair Guide*, published by Hal Leonard Publishing Corp, ISBN 0-87930-291-7 is recommended.

8. Safety:

Vintage Vibe Guitars assumes no responsibility for any harm or loss which may occur during the installation or operation of products sold. The magnetic field and electrical voltage and current which can be generated by passive magnetic pickups when installed and operated properly are orders of magnitude below that which are generally known to be potentially harmful.

9. Shipping address:

It is the responsibility of the customer to provide the complete and correct shipping address to Vintage Vibe Guitars at the time the transaction is made.

10. Shipping of products within the US:

Vintage Vibe Guitars normally uses USPS Priority Mail to ship within the United States. Online tracking is available from the USPS for packages shipped via USPS Priority Mail. Tracking is available on: <https://tools.usps.com/go/TrackConfirmAction!input.action>

11. International shipping and Customs requirements:

Vintage Vibe Guitars normally uses USPS First Class International Air Mail to ship internationally. International customers may request an upgrade to USPS Global Express which offers faster delivery and online tracking; this upgrade usually costs approximately \$25 to \$65 USD depending upon the size and weight of the package and the delivery location. Vintage Vibe Guitars must comply 100% with all US and international shipping documentation requirements, this includes declaration of the full and correct value of the product shipped on the Customs documentation required by the USPS.

12. Updates:

Vintage Vibe Guitars reserves the right to change, update and improve product designs without prior notice; these updates may not be immediately reflected in the descriptions provided on the Vintage Vibe Guitars website.

13. Payment for products and services:

Vintage Vibe Guitars requires payment in full at the time an order is placed. Acceptable methods of payment are: PayPal (the Vintage Vibe Guitars PayPal account is: info@vintagevibeguitars.com), charge card (Visa, MasterCard, American Express), Postal Money Order (Made payable to Vintage Vibe Guitars) and personal check (made payable to Vintage Vibe Guitars).

14. Communication:

Email is the preferred method of communication; this allows Vintage Vibe Guitars to reply with photographs, diagrams, sound clips and other media. Email communication also provides a written archival record which can be referred to at a later date as needed. The email address for Vintage Vibe Guitars is: info@vintagevibeguitars.com

Vintage Vibe Guitars will make every effort to be available to accept phone calls and text messages between 8:00 AM and 5:00 PM Eastern Standard Time; the phone number is: (925) 337-0991.

Vintage Vibe Guitars maintains a Facebook page, but this presence on Facebook is primarily for sharing photographs of new products. Vintage Vibe Guitars will reply to messages on Facebook when convenient; email messages directed to info@vintagevibeguitars.com are the best way to communicate with Vintage Vibe Guitars.

15. Customer interaction:

Vintage Vibe Guitars will make every effort to provide prompt, clear, complete and professional communications to every customer. The preferred method for communications is via email directed to: info@vintagevibeguitars.com . In return, Vintage Vibe Guitars expects customers to provide clear and concise descriptions of the products and services being requested. Vintage Vibe Guitars reserves the right to deny service to anyone who fails to communicate in a clear, courteous manner.

16. Production queue:

In general, Vintage Vibe Guitars will work on requests for products and services in the order that these are received. Vintage Vibe Guitars reserves the right to optimize production efficiency by grouping similar requests together; this may in some cases cause a delay in completion of an order.

17. Endorsements:

Vintage Vibe Guitars does not offer products or services in exchange for endorsements.

18. Business hours and planned shop closures:

The business hours for Vintage Vibe Guitars are: Monday through Friday 8:00 AM to 5:00 PM Eastern Standard Time (EST). Vintage Vibe Guitars will make every effort to communicate planned shop closures of more than three work days in advance; dates of planned shop closures will be posted on the home page of the Vintage Vibe Guitars website (www.vintagevibeguitars.com). During planned shop closures automatic replies to email messages will be made.

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