

New England Custom Guitars Warranty Information

Guarantee: Thank You for purchasing a New England Customs Guitars (NECG) Product! The following guarantee is offered for all new NECG instruments: If you are not satisfied with your purchase, ship it back insured, pre-paid, postmarked within 7 days of receipt. We will refund the price of the guitar, less shipping costs and a 15% restocking fee. Please call before shipping for a return authorization.

* Please Note: If you bought your NECG from an exclusive dealer you **MUST** contact the dealer first before contacting NECG.

Note on Orders: Full refunds may not apply to guitar orders with products that have been upgraded, shows wear, changed out parts or tampered with which shows damage or misuse of the instrument. NECG has the right not to issue a full refund if the inspection of the returned instrument is not in the condition that it was purchased.

Warranties: We cover all NECG Branded Guitars with a limited warranty. Your new instrument is warranted to be free from defects in materials and workmanship for 3 years from date of purchase to the original retail purchaser, subject to the limitations contained in this warranty. If at any time this instrument malfunctions as a result of faulty materials or workmanship, NECG will repair the defect(s) or replace the instrument, as it deems appropriate in its sole discretion. NECG reserves the right to use materials regularly utilized at the time of repair in the event that original materials are no longer available. This warranty covers the cost of both labor and materials on any repair deemed necessary by NECG. Insured shipping to and from NECG is the sole responsibility of the purchaser.

THIS WARRANTY IS EXTENDED TO THE ORIGINAL RETAIL PURCHASER ONLY AND MAY NOT BE TRANSFERRED OR ASSIGNED TO SUBSEQUENT OWNERS.

THIS WARRANTY DOES NOT COVER:

- *Any instrument that has been altered or modified in any way, unless done by NECG.
- *Any instrument that has been damaged due to misuse, negligence, accident, or improper operation.
- *Any instrument that has been subjected to extremes of humidity or temperature
- *Normal wear and tear (i.e., worn frets, worn machine heads, worn plating, string replacement, scratched pickguard, or damages to instrument finish for any reason).

If you have any questions regarding Warranty Service you must contact us for clarification.

Disclaimer:

EVERY EFFORT HAS BEEN MADE TO PROVIDE OUR CUSTOMERS WITH THE MOST ACCURATE INFORMATION POSSIBLE. HOWEVER, THIS SITE IS PROVIDED BY NECG ON AN "AS IS" BASIS. ERRORS ARE SUBJECT TO CORRECTION. PRICING AND AVAILABILITY ARE SUBJECT TO CHANGE WITHOUT NOTICE.

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