

PURCHASE TERMS AND CONDITIONS

Agreement - Customers purchasing products and/or services from AYR GUITAR, hereby agree to the following terms and conditions. This agreement covers all purchases from AYR GUITAR and may NOT be altered, supplemented, or amended through the use of any other document(s). We reserve the right to refuse service to anyone. We accept payment via Cash, debit and major credit cards.

Warranty - All merchandise is supplied with a 12-month manufacturer's warranty unless specified otherwise. All pre-owned items carry a 30-day warranty. The customer is responsible for arranging all warranties offered by the manufacturer. We will provide additional receipts upon request.

Return and Refund Policy - Returns are accepted in new/unused condition, complete with all components, warranty card, and owner's manual in original packaging within 14 days of the in-store purchase date for a full refund. Credit card refunds are issued directly to the credit card used in the original transaction.

- There is a 5% transaction fee for refunds made via credit card.
- Cash refunds are made via company cheque, issued within 7 business days.
- Refunds are made for product value only, excluding delivery, shipping and handling charges.
- For returns without valid receipt, in-store credit will be issued for the items current selling price.

Limitations include, but are not limited to, the following non-returnable, items:

- Amplifiers and speaker sales are final.
- Media computer software, books, DVDs, CDs.
- Special Orders customized to customer's specifications, items ordered by customer request.
- Pedals not returned in original packaging with manual, warranty card, accessories, in new condition.
- Health/Safety products which come in contact with ears or mouth, including, but not limited to, harmonicas, microphones, headphones, earphones, products with a mouthpiece.
- Demo gear, Clearance/Sale merchandise, Vintage Guitars and equipment, open strings, tubes, DJ cartridges/styli, cleaning products, are non-refundable items.

Damaged Goods - All purchases are inspected for quality before dispatch. In the event of any undiscovered damage a report must be made within 24 hours of purchase. At the point of delivery, all merchandise becomes the responsibility of the customer. AYR GUITAR is not responsible for damages caused by customer abuse or negligence of merchandise.

Collection of Return - AYR GUITAR will collect returns. Collection fee: £50.00, within South Ayrshire, £75.00 within a 50-mile radius, No collection outside 50-mile radius.

Limitation of Liability - AYR GUITAR and its representatives, are not liable for any losses or damage suffered by a customer resulting from products or services not being available for use or for lost or corrupted data or software, or the provision of services and support. AYR GUITAR is not liable, will not be held responsible, for lost profits, loss of business or other consequential, special, indirect, or statutory damages, even if advised of the possibility of such damages.

REPAIR TERMS AND CONDITIONS

Agreement - Customers purchasing products and/or services from AYR GUITAR, hereby agree to the following terms and conditions. This agreement covers all purchases from AYR GUITAR and may NOT be altered, supplemented, or amended through the use of any other document(s). We reserve the right to refuse service to anyone. We accept payment via Cash, debit and major credit cards.

Repairs - AYR GUITAR offers in-store repair facilities. Outside repair services, maybe used for customized or specialized repairs. AYR GUITAR accepts no responsibility for loss or damage to any customer owned merchandise that was not directly caused by AYR GUITAR. The customer is responsible for all charges incurred, including but not limited to, freight to and from outside repair service centers, parts, labor, VAT and handling fees (if any).

- Merchandise not picked up and paid-in-full within 60 days will be considered abandoned and become the property of AYR GUITAR.
- All repairs and/or set-up fees for items not purchased at AYR GUITAR are subject to handling fees.

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