Terms & Conditions of Service

By booking work with Tone Remedy, customers agree to the following Terms & Conditions. These terms apply to all instrument servicing, repairs, modifications, fretwork, restoration and refinishing work undertaken by Tone Remedy. They do not apply to Remedy Pickups, which are covered separately.

1. Bookings & Deposits

- A £10 booking deposit is required for some services booked into a specific working week. This deposit will be deducted from the final invoice.
- Booking deposits are intended to secure the agreed booking slot. If you need to rearrange or cancel, please provide as much notice as possible. I am happy to move dates once where reasonable.
- Deposits for refinishing work are £50 and are payable before work commences.
- Deposits for refinishing work are deducted from the final invoice.
- Deposits will be retained where a customer cancels after work has commenced or where costs have already been incurred, subject to applicable consumer rights.
- If a guitar has been stripped at Tone Remedy and then the customer decides to not proceed with the refinish, the work carried out will be chargeable.

2. Parts & Special Orders

- Payment for parts may be required upfront at Tone Remedy's discretion.
- Higher-value components, specialist parts and items ordered specifically for an individual job will normally require payment in full before ordering.
- For example, a customer requesting a pickup, preamp or other higher-value component will be required to pay for that component before it is ordered.
- Special-order parts cannot normally be returned once ordered, unless the supplier accepts a return or the item is faulty.

3. Refinishing Work

- A £50 deposit is required before refinishing work commences.
- The remaining balance is payable once the work has been completed.
- Refinishing quotes are based on the agreed specification and the condition of the instrument being as described.
- Any additional work required outside the original agreed specification will be discussed with the customer and may incur additional charges.
- Cavities are not normally protected during refinishing however, if you would like cavities to be kept clean this can be arranged for no additional charge, just please be sure to mention it prior to works commencing.
- Every effort will be made to achieve the agreed finish. However, minor variations in colour, grain appearance, texture and finish characteristics may occur.
- Any changes to the agreed specification must be approved by both parties before proceeding.
- Photo updates will be provided but sometimes there may be a few weeks between processes. Refinishing, particularly with Nitrocellulose is a slow process.
- Average refinishing timeframe is 2-3 months

4. Postal Work & Delivery

- Customers sending instruments to Tone Remedy are responsible for arranging and paying for delivery to Tone Remedy.
- Balancing payment will be due on completion, before dispatch.
- Return postage and packaging are not included in repair or refinishing quotes unless explicitly stated.
- Return postage will be charged separately and agreed with the customer.
- Customers are responsible for ensuring instruments are appropriately packaged for transit. Tone Remedy cannot accept responsibility for damage caused by inadequate packaging before an instrument arrives at the workshop.
- Customers are advised to use an insured and tracked delivery service appropriate to the value of their instrument - Overland Express are very good for this.
- Once work is complete, photographs will be provided to the customer for inspection and approval before the instrument is dispatched.
- Where photographs are provided for approval, the customer is responsible for reviewing the completed work and raising any visible concerns before authorising dispatch.

- Approval of photographs confirms acceptance of the visible condition of the work shown, but does not remove any statutory rights relating to faults or defects that could not reasonably have been identified from those photographs.

5. Collection & Completed Work

- Customers will be notified when work is complete and ready for collection or dispatch.
- Full payment is required before an instrument is released or dispatched.
- Payment can be made by bank transfer or cash on collection.
- Card payments are available with prior notice. Please be aware that the workshop has limited mobile signal, so contactless payment facilities cannot always be guaranteed without advance arrangements.
- Customers should arrange collection promptly once notified that work is complete.
- If an instrument remains uncollected for an extended period, Tone Remedy reserves the right to contact the customer to arrange collection and discuss any reasonable storage costs or further arrangements, giving appropriate notice.

6. Inspection & Complaints

- Customers collecting instruments in person are encouraged to inspect their instrument at collection and raise any immediate concerns before leaving the workshop.
- For postal work, any concerns regarding the completed work, condition of the instrument or damage during delivery must be submitted in writing within 24 hours of confirmed delivery.
- Photographs should be included wherever possible to help identify and assess the concern.
- This notification period is intended to allow Tone Remedy to investigate and resolve issues promptly.
- Where photographs have previously been supplied for approval, customers are expected to raise any visible concerns before dispatch.
- Tone Remedy will investigate genuine workmanship concerns and, where appropriate, arrange a suitable resolution.
- Nothing in this section limits or excludes any statutory consumer rights. In particular, the 24-hour notification period does not remove a customer’s legal

rights in relation to faults or defects that may not have been reasonably identifiable within that period.

7. Existing Condition & Customer-Supplied Instruments

- Customers are responsible for disclosing any known faults, previous repairs, modifications or other issues that may affect the work being undertaken.
- Instruments will be assessed based on their condition when received.
- Tone Remedy cannot accept responsibility for pre-existing faults, structural issues, previous poor repairs or defects unrelated to the work being carried out.
- Where an instrument has existing damage or issues that could affect the outcome of a repair or modification, these will be discussed with the customer where reasonably identifiable.
- Older instruments, vintage instruments and instruments with previous modifications may present unforeseen complications once work begins. Any significant additional work or costs will be discussed before proceeding wherever possible.

8. Workmanship & Materials

- All work is undertaken with reasonable care and skill.
- Tone Remedy will use appropriate materials, components and techniques for the agreed work.
- Where a particular material, component or finish is requested by the customer, its suitability will be considered before work commences.
- No guarantee can be given that an instrument will behave or perform in a particular way beyond the agreed scope of work.
- Any warranties offered by component manufacturers remain subject to the manufacturer's own terms.

9. Quotations & Additional Work

- Quotations are based on the information and condition available at the time of assessment.
- If additional issues are discovered during the work, Tone Remedy will contact the customer to discuss the options and any additional costs.
- No significant additional work will be undertaken without customer approval.
- Quotations may need to be revised if the scope of work changes or previously concealed problems are discovered.

10. General

- Tone Remedy reserves the right to decline work without explanation
- Any specific arrangements agreed between Tone Remedy and a customer will override these terms. If you do not agree with any of these terms, please let Ben know on booking and we can discuss.
- These Terms & Conditions are intended to provide clarity for both Tone Remedy and its customers and will apply to all work unless otherwise agreed in writing.
- Nothing within these terms is intended to exclude or restrict any rights customers have under applicable UK consumer protection legislation.