

Terms of Service

Before placing an order you'll need to read through these terms and email me back stating that you agree to them before I will accept a paypal payment or personal check. Due to a number of issues in the recent past I've decided to limit the use of paypal and to make sure that any and all customers who still choose to pay that way or with a personal check agree to my terms so should there be a dispute I will have record of their agreeing to the terms of service before placing an order. If you are placing your order by printing out this order form from the website it will be assumed that you have read and agreed to these terms when you place your order.

Delivery time estimates are just that, estimates. They could take less time and they could just as easily take more time. All items are handmade, which requires more time than mass produced items. Situations arise that can and do cause the process of making and distributing items take longer than estimated. However by placing an order you are agreeing that you accept this and that you agree not to do a chargeback or file a complaint with paypal or your bank.

It is the customers responsibility to make sure that their shipping information in paypal and on the order form is correct and up to date. I will not change the ship to address after an order has been placed as this cancels my ability to qualify for seller protection through paypal. Likewise should an order go to the wrong address due to the information not being up to date the loss will be on you the customer. Items that are returned to me by the post office will still be available to the customer provided that they pay the additional shipping charge. I will not pay for shipping of items a second time due to the customer not updating their paypal information. Customers who choose not to pay the shipping will have the items placed back on the website for sale. By placing an order you are agreeing that you accept this and that you agree not to do a chargeback or file a complaint with paypal or your bank.

Due to the fact that all items are built on a per order basis and due to the cost of the harmonica and/or materials I cannot under any circumstances cancel or refund the order. Money from the order goes to purchase the harmonica and/or materials and once I order those I no longer have enough to do a cancellation or refund. By placing an order you are agreeing that you accept this and that you agree not to do a chargeback or file a complaint with paypal or your bank.

Likewise should something happen during shipping I can't just refund the money either, I have to file a claim with the postal service and once that is done then I can build a replacement or refund the money at that time. By placing an order you are agreeing that you accept this and that you agree not to do a chargeback or file a complaint with paypal

or your bank.

Filing a cancellation or chargeback through paypal or your bank will result in my escalating it to a dispute for violation of terms of service.

By placing your order you are agreeing to the terms of service.