



# Pierre Etchegoyen

## baroque transverse flutes and Andean flutes

4, Lauvinerie, 19270 Sainte Féréole, France. Tél. +33 5 55 85 74 13

## Terms and Conditions

**ORDER :** to order you can use the order form online (the best way), or mail or e-mail me. After getting your order, I'll send you an estimate that will give all the details of your order, delivery time, shipment and insurance costs, amount of deposit (equal to 10% of the price of the instrument(s), 20% for a special order \*), my bank account if you wish to pay by bank transfer, and a copy of these terms of delivery.

Your order will be registered with the reception of the formal acceptance of this estimate by post (mail or e-mail) and with the reception of the deposit (asked for any order above 300 € and for a special order\*), within ten days. Any order implies acceptance of these Terms and Conditions.

**PRICES :** prices shown on my price list are net for France (TVA non applicable, article 293B du CGI). For other countries (in or outside the European Community), these prices do not include Value Added Taxes (VAT) you must pay to your customs authorities.

**PAYMENT :** each order must be paid in full before sending. Payment can be made by cheque (only for french residents), by postal order or bank transfer. Postal and bank charges are supported by the customer. The currency to use is Euro only.

**SHIPMENT :** the sending is made by insured mail for the full value, by post or private company (Chronopost) depending on the destination. The shipment and insurance costs are payable by the customer, and indicated on the invoice attached to the package.

**EXPORT :** the possible taxes, and customs duties for countries outside the European Community, will be paid by the customer upon receipt of the package, through the operator (local Post or private company).

**TERMS OF RECOVERY :** in case of remote order, except for a special order\*, you have ten days from delivery to return the instrument(s) for exchange or a full refund (less any shipping and bank charges).

In case of exchange, and according to my stock available, additional time may be required.

In case of refusal, you must return the flute in its original state, without alteration, and I'll pay back the full amount, including the down payment (less any shipping and bank charges).

You must return the flute in a package that will adequately protect against shock and moisture, ensuring the package for its total value, at : Pierre Etchegoyen 4, Lauvinerie 19270 Sainte Féréole, France.

To first read the "Instructions for getting your flute serviced", which you must respect, on my warranty card.

**WARANTY, MAINTENANCE :** one years for any hidden defect appeared after receipt, increased, for baroque flutes, to three years after the the free complete check-up, provided that you take good care of your flute, and if no alterations, accidents or otherwise has been made. Please read my complet warranty and maintenance cards on my web site.

\* **special order :** all orders, that I have agree, of instruments that are not in my catalogue and/or which are made according to specifications. In case of special order, my estimate it will specify.