



Pierre Etchegoyen

baroque transverse flutes and Andean flutes

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Warranty

General warranty : one year for any hidden defect appeared after receipt , provided that you take good care of your flute, and if no alterations, accidents or otherwise has been made.

The warranty cover :

- a partial re-harmonisation or a re-tuning if you need it,
- for the **baroque flutes**, a complete and free (except shipment costs) check-up in my workshop between six and eighteen months. On condition that you have taken care of your flute with a normal maintenance, and you have returned it for the complete check-up, the warranty will be extended to a period of three years. This warranty include the repair or replace of any part of your flute that cracks (except cracks on the sockets, ajustement of socket and tenon together is your responsibility, see the baroque maintenance instructions).

The warranty does not cover, for **wood quenas with removable heads**, cracks on the sockets, ajustement of the socket and tenon together are your responsibility, see the Andean maintenance instructions.

For each instrument I give :

- the maintenance instructions and good advice to start the instrument,
- for baroque flutes * and wooden quenas : a protective soft case,
- for baroque flutes, opportunity to purchase a protection box at price of 35 Euros,
- for baroque flutes : a wooden rod used to go out and put the cap on the head joint, and a tin of grease for tenons. For the Quantz flute, a wooden wedge for good position of the tuning slide on the head joint.

* except for the first price of the G.A.Rottenburgh model.

Instructions for getting your flute serviced :

Before sending back your flute, please contact me by email or mail, **and wait after my answer** to make sure that I can receive your sending.

Properly protect the instrument against shock and humidity in his bag, and wrapped in a plastic waterproof and is protected by a plastic bubble, or crumpled newspaper.

Insure it for its full replacement value, and use a shipment with **delivery against signature**

If you live outside of France :

You must include an **invoice declaration** (three copies), in an envelope to the outside of the box. The most important part is the mentions below :

- flûte usagée fabriquée en France (used wooden flute made in France),
- retour au fabricant pour réparation ou entretien (returned to maker for control or repair),
- sans valeur commerciale (no commercial value) (*even though its value was declared for ten Euros in the Proforma invoice declaration*).

NOTE : if any package arrives with customs charges due, we may refuse to accept it.

(Please you must use the **printable pdf invoice declaration** you can find on my Website, at the end of « Sale and service » page).