

If you send us your guitar, be very careful about how you pack it:

1. Release string tension. (Most damage is due to drops against the headstock. The extra string tension often puts it "over the edge".)
2. Put it in a good case or gig bag. Hard case is best, but increases the shipping cost due to weight. Inner original shipping box OK also.
3. Some cases are designed to keep a specific guitar "captured" so that its headstock cannot hit the end of the case. Some aren't. Make sure the guitar can't "bang around" inside the case. Use extra packing if necessary to make sure guitar sits immovable inside the case.
4. Use extra packing (bubble wrap or foam) around the headstock.
5. Wrap the case with bubble wrap.
6. Put in a good outer box (corrugated box).
7. **Don't substitute plastic foam "peanuts" for bubble wrap when packing guitars.** It shifts around inside and exposes the corners of the case to direct drops.
8. When you wrap the case in bubble wrap, don't tape it up like a mummy, because we will re-use the wrap and outer box to ship your guitar back to you. Please make sure we can unpack it in a few minutes.
9. When you ship the guitar to us, purchase a return shipping label and put it in the case with your instructions.