

## TERMS & CONDITIONS

Use of our services constitutes acceptance of our Terms and Conditions.



### ORDERING PROCESS:

Custom-made instrument consultation is cost-free and without any obligation. After acceptance of the offer, the quote is binding, meaning we won't change the instrument's price unless you request a major change after the start of the build. If you need extra work, we'll provide an additional quote. For you, the offer is binding only after you've paid your deposit.

### DEPOSIT:

A 50% non-refundable deposit is required for a custom order before we start building. Paying a deposit makes the offer binding for you as the customer. The remaining amount (plus shipping, etc. where applicable) is due before shipping or collecting.

### PRICES:

All our prices are listed with 21% VAT unless otherwise specified. For orders from outside the EU, you do not have to pay VAT in the Netherlands, however you are responsible for all duties, custom charges and other applicable fees.

### PAYMENTS:

We accept wire transfers only. We will provide the IBAN you need to use. Items will be shipped only after full payment of the instrument.

### CANCELLATIONS:

#### *Stock instruments:*

If you've ordered a stock instrument, you have 14 business days to return it if you're not satisfied. In this case, you must notify us in writing (by email) and return the instrument at your own expense. Any payments made, will be refunded after deducting costs for incurred damages, excluding shipping costs.

#### *Custom ordered instruments:*

Due to the unique nature of a custom ordered instrument, once finished, it will be impossible or very hard to resell this instrument for us, because it was tailored to your unique specifications. Therefore all custom orders are final and once the deposit has been transferred, consider your order to be binding and it will not be possible to claim a refund.

### WARRANTY:

RHguitars offers a limited manufacturer's warranty for their products for the first buyer for 2 years after purchase, excluding damages caused by improper handling, storage, or transport. However, certain items, such as fret wear, saddle wear, nut wear, strings, shrinking, discoloration, setups, adjustments, routine maintenance, extreme temperature or humidity damage, customization or repair damage, and normal wear and tear on parts, instruments, or cases, are not covered under this warranty.

### WEBSITE DISCLAIMER:

RHguitars accepts no liability for any direct or indirect damages of any nature whatsoever arising from or in any way related to the use of our website or Social Media. Please read our Privacy Page for more information about the use of this website.

## PRIVACY

Orders are placed by email. For that purpose your name, email address and all other pertinent data for the order, billing, and shipping will be processed through our email servers and stored on our computers. We do not give any data to third parties unless:

- we are required by law to do so (that includes also the acquisition of for example CITES documents if applicable)
- it is necessary for shipping and related customs processes. We retain all data until the expiration of the tax retention period (7 years) or longer if required (like CITES documents). The data name, address, purchased goods and date of purchase are also stored until the end of product liability (10 years).

You have the right to get information, correction, deletion, restriction, data portability, revocation and opposition. If you believe that the processing of your data violates data protection law or if your data protection claims have otherwise been violated in a way, you can complain to the Dutch supervisory authority, that is the Dutch DPA.

