

## Warranty and Policy

We care about our customers as we care about our flutes. Each flute comes with a full one year warranty and an invitation to return for its first annual COA, a “clean, oil and adjust” service, whereby we look over the instrument and if necessary, renew the finish, cork, and/or windings under warranty.

### Warranty on Craftsmanship

The Windward warranty covers any flaw in the manufacture of the instrument for one full year from the date of purchase, **providing that the flute has been played-in and maintained, as detailed in Windward’s *wooden flute care instructions*, and providing that the instrument has not been damaged.**

- 1./ If the flute develops a problem related to its manufacture, we will repair or replace the part concerned, under our warranty, at no charge to the customer.
  - 2./ If a customer would like to have repairs or alterations done by someone other than Windward Flutes, please contact us first, so as not to invalidate the warranty by using a technician not approved by Windward.
  - 3./ Windward Flutes will repair damage caused by accident, mishandling or insufficient maintenance, but in these cases, the customer will be responsible for the cost of materials and labour.
  - 4./ If after purchasing the flute, a customer would like to alter it, to accommodate particular requirements, Windward will perform these alterations, if feasible, and the customer will be charged for materials and labour.
- Warranty conditions apply here (see proviso #2) regarding “out-of-house” work on a Windward flute.

### Orders, deposits, and payments

All Windward Prices are in Canadian dollars.

To initiate an order, we require a deposit which establishes your place on our waiting list, and cues the order into the production schedule. The price of the flute is fixed at the time of your deposit, except in the case of sterling silver keys. If there are radical fluctuations in the market price of silver, we may have to make an adjustment in the price of sterling silver keys during the wait period.

**Windward Flutes requires a deposit of \$900 (CAD) to initiate a keyless order, and a deposit of \$1,200 (CAD) to initiate a keyed flute order.**

The balance is due when the flute is completed, and the flute will be shipped when the balance is received.

**If an order is cancelled**, a non-refundable amount of \$175 for a keyless flute and \$350 for a keyed flute will be retained by Windward. We will do our best to accommodate our customers in situations beyond their control.

### Returns

Players are looking for a flute that satisfies their expectations and requirements, and our flutes usually find their new owners to be very appreciative. But if a player discerns that the newly purchased flute may be unsuitable for their playing style, they have a full two weeks from the date of delivery, to evaluate the flute for suitability. If they decide to return it, we can offer several options.

➤ **These options are premised on the stipulation that the purchaser/player has followed our *wooden flute care instructions* to the letter, to be sure that the flute remains in “as-new” condition while in their hands.**

➤ **The player should contact Windward Flutes within seven days of the delivery of their new flute to discuss the problem they are experiencing and their dissatisfaction with the instrument.**

➤ **If they decide to return the flute, it must be shipped within 14 days after the date of delivery.**

Our policy provides for an exchange of the flute for a similar instrument, or a refund of 93% of the purchase price, provided that the flute comes back to us in “as-new” condition when it returns to the workshop. If the instrument is in less than “as-new” condition, the refund amount will be adjusted at our discretion.

For the player who is not able to visit our shop nor to try the flutes at the convention or the Boxwood Festival, we will do our best toward understanding what a customer wants in a flute, and will try to make/send the most suitable instrument so as to avoid disappointment.