

M.I.R.C. Return and Warranty Policies

The management and staff of M.I.R.C. sincerely appreciate your business and continued support. We work very hard to insure that we ship the very highest quality “USED” and “CLOSE-OUT” instruments possible. We inspect our guitars “FIVE” times before they leave our warehouse. Our professional sales staff does its very best to accurately describe the condition of each instrument that we sell. However, sometimes an incident may occur that is beyond our control. For these reasons we have established the following policies. In order to provide the best customer service we must ask that the following policies be followed carefully.

****Please inspect all guitars upon receipt of an order****

M.I.R.C. merchandise may be returned for the following reasons:

1. The instrument was damaged in shipping

- A. Notify your sales representative within **24 hours** of receiving the damaged shipment (**Keep all boxes and packing materials with shipment**). This is essential to process and expedite your claim correctly, and also to ensure you receive the correct credit.
- B. Fill out and return the “merchandise return form” enclosed with your packing list. We will arrange for pickup of the damaged merchandise and notify you promptly.
- C. Dealer is responsible for properly packing all Returns to prevent further damage. M.I.R.C. will **NOT** be held responsible for damages due to improper packing

2. The repair or condition was not described accurately and/or the instrument arrives in need of repair that is not shipping damage.

- A. The dealer must notify M.I.R.C. that there is a problem within **three days** of receiving the shipment.
- B. If the dealer wishes to return the instrument for exchange or credit, they may do so **at their expense**. The dealer’s shipping expense will be credited on their next invoice at the sales representative’s discretion depending on the exchange, credit or repair.

****Only Pre-Authorized Instruments May Be Returned****

M.I.R.C. Limited Warranty

M.I.R.C. Repairs-All repairs performed by M.I.R.C. are warranted for as long as the Dealer owns the instrument. M.I.R.C. will absorb all shipping and repair cost provided the return policies are followed carefully.

90 Day Limited Warranty-This Limited Parts and Labor Warranty covers the **Original Manufacturer’s Material and Workmanship**. The warranty does not cover damage caused by the dealers, customers or staff. If the instrument becomes defective during the 90 days immediately following the dealer’s purchase, the dealer may return it for repair or exchange. If the instrument is returned for repair or exchange within the first 30 days of the warranty, M.I.R.C. will absorb the shipping cost. After the 30 days the **dealer** will be responsible for shipping. We hope you find this “expanded warranty plan” to be fair and beneficial to your business.

M.I.R.C. Warranties do not extend to retail customers.