



## C by C Policies

### Shipping:

- Instruments are only covered insurance wise by Clarinets by Copeland business insurance when they are shipped from my location to you. They are not covered while in transit to my shop.
- Instruments that are lost or stolen while shipping to C by C must be claimed via additional shipping insurance and are not covered.
- Clarinets must arrive at least 24 hours before your appointment time.
- Requesting a signature is not necessary when shipping to C by C, but instruments can potentially be left on a porch. Same policy applies for lost or stolen packages in transit to my ship.
- Client is responsible for shipping to C by C and will be charged a flat rate for return shipping.
- Client must provide signed customer form when shipping instrument. Providing the form inside the case with your instrument is preferred, but the signed form can also be emailed.

### Appointments:

- Overhaul appointments require a \$200 non-refundable deposit to confirm your appointment.
- Full cleaning appointments do not currently require a deposit, but cancellations must be made within 7 days of appointment date scheduled. For any reason if a cancellation occurs within that 7 day period, a 50% non-refundable deposit will be required in order to reschedule.
- Overhaul appointments must be cancelled 30 days (or more) before the scheduled appointment date. If cancellation for any reason occurs outside of that 30 day period, client will lose their \$200 non-refundable deposit. Appointments must be rescheduled outside the 30 day window, if an appointment is altered within 30 days that deposit will be retained and not applied to the rescheduled overhaul cost.
- Instruments must arrive at least 24 hours before the scheduled appointment time.

### Payments:

- Payments are due within 24 hours of receiving your instrument back (timestamp provided by tracking info).
- Payment needs to be received within one week of receiving your instrument back. If payment is not received, a 5% fee will be applied to your balance every 24 hours that passes. For example, a \$200 repair would have a \$10 fee (5%) every 24 hour period until payment is received.

## **Trials**

- Clarinet trials are for seven days after you receive the horn. Payment is required up front. During the trial period, you can receive a full refund minus shipping expenses and credit card fees (4%).
- Instruments will be evaluated for damage when returned before the refund is processed.
- Client is responsible for damage to instruments, and the damage value will be deducted from the refund.
- If instruments are damaged, in some cases, the refund will be denied and the instrument will be sent back and the sale will be final.
- Client is responsible for insurance of the instrument when shipping back. Same shipping policy applies while in transit to C by C. The instrument is covered when shipping from C by C to the client. However, the client is fully responsible for the instrument until it returns back to C by C.

## **Services:**

- Full overhauls include key fitting, buffing of keys, checking for cracks, oiling of wood, new pads, new tenon corks, and new adjustment corks. In some cases, tenon corks will not be replaced if not needed but in general tenon corks are usually replaced. Tone hole repairs/chips are covered for minor grains/machining chips. However, significant damage or issues to tone holes are an additional expense. The expense comes in the form of more hours added to the repair. Overhauls are billed at an hourly rate and range from 5-15 hours depending on age of instrument and mechanical issues. Supply cost ranges from \$100-\$125 depending on if client's clarinet is full Boehm or not.
- Crack repairs are not included in overhaul rate and are separate.
- Full cleanings range from 2-5 hours and include cleaning of all hinge tubes, rods, post facings, and pivot screws. Tone holes are cleaned, and bore is brushed/polished. Only necessary key corks, tenon corks, and pads are replaced. Anything over 5 hours will require an overhaul. Supplies are added up based upon pads/corks needed with a small miscellaneous fee of \$5.
- Crack repairs do not guarantee that the crack will not return. Cracks can always return on the surface. Pinning and tone hole inserts help keep the crack from getting worse and help the instrument from leaking, but the crack can always return on the surface. If the same crack returns after a pin and tone hole repair, C by C will seal the crack for free. If a new crack forms, the client is responsible for the cost of sealing and any additional pins/tone hole inserts needed.

**Custom Barrels:**

- Barrels are covered by C by C from any manufacturing issues. However, if a barrel cracks after 60 days, the client is responsible for repair or replacement. Within 60 days, a cracked barrel can be replaced or repaired free of charge. The nature of the crack will be evaluated. If the crack is due to misuse (forcing on a tenon), client is responsible and will not be refunded.
- Same trial policy applies to barrels as the policy for instruments above.

Feel free to reach out to Jonathan about any of these policies at [clarinetsbycopeland@gmail.com](mailto:clarinetsbycopeland@gmail.com) or (865) 816-9587!

Thank you!