

All Repairs and Services Are Guaranteed

Triple Creek Guitars offers a 30-day warranty on all repairs and services. Upon collection, clients are encouraged to inspect and play their instrument. Should any adjustments be required within 30 days of service due to factors such as humidity differences between locations, please contact us via phone or email to arrange an appointment. Most minor adjustments can be completed while you wait. Our priority is your satisfaction and ensuring your instrument meets your expectations.

Please note, this 30-day warranty will become void if any modifications or structural changes are made to the instrument by the client or a third party during the warranty period. In such cases, the client assumes full responsibility for any charges incurred from the third party.

Specific Exclusions to Warranty

Triple Creek Guitars, LLC does not provide warranty coverage for services or items deemed "temporary" or "consumable."

Examples include, but are not limited to: string tuning, instrument intonation, instrument cleaning, and replacement of worn or damaged strings.

Triple Creek Guitars, LLC reserves the exclusive right to address and resolve all warranty claims.

To process a claim, a copy of the receipt or Claim Ticket Number related to the repair or service must be provided.

Parts and Supplies Warranty

Triple Creek Guitars, LLC does not offer warranties on products, parts, components, supplies, or materials produced, fabricated, or manufactured by third-party companies, suppliers, or vendors. Where a written warranty exists from a third-party vendor, supplier, or manufacturer for any product, part, component, or material, such warranty will be provided to our clients solely as a potential pass-through warranty. All items falling under a pass-through warranty are governed strictly by the terms and conditions outlined by the original provider.

Triple Creek Guitars, LLC disclaims any responsibility regarding support or involvement in filing, administering, or resolving claims associated with third-party warranties. Triple Creek Guitars, LLC reserves the right to invoice clients for costs incurred in replacing, repairing, or installing any product, part, component, device, or material required to address a warranty claim.

Client provided parts

Triple Creek Guitars, LLC does not provide warranty coverage for parts, supplies, or materials supplied by the client that have been requested and approved for use in conjunction with their service