



Terrapin Guitars LLC

Custom Service Order Agreement

This document is only for non website orders.

This document is primarily for those who want to place an order over the phone or want to place an order by mail.

If you place an order by phone you must sign and FAX or mail this document to us before any work is to begin.

Our FAX number is 541-607-0740

If you are sending a tracing or original Pick Guard you must include a signed copy of this document with your order.

We do not accept any tracing via FAX due to size distortion issues



Terrapin Guitars LLC

Custom Service Order Agreement

Thank you for considering Terrapin Guitars for your custom Pick Guard project.

This Custom Service Order Agreement is to confirm that you understand that Terrapin Guitars LLC is a custom shop and that we make most every order as it comes and we consider every order a special order. By entering into a custom service agreement with Terrapin Guitars LLC you agree that you understand that our Turnaround Time / Lead Time is usually one to two weeks and that sometimes an order can drag out longer depending on various circumstances that may arise such as material availability or heavy work load.

You understand that if you are providing a tracing or original pick guard to have duplicated and remade with a new material of your choice that the Turnaround Time / Lead Time is at least two weeks.

You understand that if you are ordering a graphic pick guard that the Turnaround Time / Lead Time is at least two weeks.

You agree to provide us with accurate instructions with your tracing or original Pick Guard as described in the "Submitting a Tracing or Original Pick Guard" section below. In addition you agree to provide all information correctly when you submit your order and you agree to make no changes to the order once the order has been submitted to Terrapin Guitars LLC. We will not accept any changes to an order via email or phone. If you do need to make a change then the order will be canceled and you will have to resubmit the order with new documentation indicating what you want to have done. In the event an order is canceled you will be assessed a \$3.00 cancellation fee. If work has begun on the job such as template production which includes scanning of your tracing, drawing up the line drawing for production or having the template completed then you will not receive a refund for the template portion of your order. If the Pick Guard has been cut then canceling is not an option.

You understand and agree that all orders are Pre Pay.

Submitting a Tracing or Original Pick Guard

When you submit a tracing you must submit it with all of the details you want. If you leave something off of the tracing it will not be cut or drilled. If you do not feel you can draw modifications in correctly then do your best to indicate what holes for controls, mounting and pickups should be included. We will do our best to confirm the final outline with you before template production begins.

You must also include your Name, Address and Phone Number or email on the tracing itself.

You must also include instructions as to what material you want your new pick guard made out of.

NAME: _____
ADDRESS: _____
CITY, STATE, ZIP: _____
PHONE: _____
EMAIL: _____

I have read and understand the terms of this agreement. X _____

Please submit this signed document with your order

Date: _____

