



Important information for customers

The no-risk 1-week play-test:

Siegfried's Call understands the investment you are about to make. In order to offer the highest level of service, we are happy to provide our customers with the option of a no-risk 1-week play-test. This offer is valid only for instruments that we have in our inventory. As our inventory is ever changing, some models may or may not be available for the play-test. Siegfried's Call only requires a refundable deposit of \$1,000.00 US payable by Visa, Master card, or Discover credit cards. We ship using UPS, fully insured, and expedited service. This service guarantees safe passage of the instrument within the continental US. If you choose to purchase the instrument, the deposit can be deducted from your final bill payment and shipping charges will be added to the final bill. Should you choose not to purchase the instrument, the deposit minus shipping charges will be automatically refunded to your credit card, pending inspection of the instrument. Should damage occur while the instrument is in your care, the repair costs are deducted from the deposit, and any remaining balance is then refunded to your credit card. Should damage to the instrument exceed the deposit amount, the customer is responsible for all costs associated with repair/replacement of said instrument.

*Siegfried's Call reserves the right to deny this service for any reason.

*The no-risk 1-week play-test is not available for special orders.

Special Orders:

In order to serve our customers with the highest level of service, we can order instruments to specifically meet your needs as a player. Each of our Master-Craftsmen offers many options that allow you to choose combinations that best suit you. Although we carry an assortment of instruments in our inventory, you may choose to special order an instrument to be built to your specifications. If you choose to special order an instrument, we require a deposit of \$1,000.00 US payable by check, money order, Visa, Master card, or Discover. This deposit is binding, and not refundable. Special orders may take time to fulfill; therefore we require the balance to be paid in full upon instrument completion in Germany. Please allow 4-6 weeks delivery time from that point. Special order sales are final.

Service Guarantee:

All instruments purchased from Siegfried's Call are supplied with a service guarantee. The service guarantee is an annual service check performed by Siegfried's Call in order to insure that your instrument is performing at the same level of high-performance year after year. The service includes: general instrument cleaning, valve alignment/check, slides cleaned/adjusted, water-key cork replacement, re-lubricating valves, slides, and linkages. Please allow for a 24-hour turnaround for the service to be performed. We suggest the service be performed annually, within the original month of purchase. Customers are responsible for any shipping costs. An inspection of the instrument may require further repairs not covered by the service guarantee. You will be notified of additional repair costs before any additional work is performed, in order to make an educated decision on how we should proceed. (example, dent removal, valve overhaul) It is important to note that valve and slide wear can cause bigger problems down the road, and an annual service of your instrument will help to prevent these larger issues from developing. Due to the costs of shipping in today's economy, some customers may choose to service their instrument once every 2 years. We recommend a maximum of 2 years between servicing. Many valve and slide problems can be prevented with regular servicing.

5-year Manufacturer's Warranty:

Should there be a problem with any manufactured part, integrity of materials, or function of an instrument, the manufacturers are responsible for part replacement, installation, and shipping costs. Siegfried's Call is the sole agent representing the Manufacturer's and acts as the sole liaison between customer and manufacturer. Lacquer, silver-plating, and gold plating are not covered by the Manufacturer's Warranty. Flagrant disregard for proper maintenance of the instrument voids this warranty. For proper maintenance, go to www.SiegfriedsCall.com. Perform regular, scheduled servicing, and use quality oil and cleaning products.

Return Policy:

Special orders are non-returnable unless defective beyond coverage of the 5-year Manufacturer's Warranty. Credit will be issued to the customer for a replacement in this case. All handmade instruments (Duerk, Lewis & Duerk, Dieter Otto, Robert Worischek, Cornford, Meister Hans Hoyer) are considered special orders, including instruments in our inventory. Therefore, all sales are final with handmade instruments purchased outright. Please see Special Orders, above for information about deposits. Used instrument purchases are subject to a 7-day policy. Starting upon the day the instrument is received/picked up from Siegfried's Call. If you wish to return a used instrument, notification by phone, email, fax, or mail is required, with a confirmation of your intent to return from Scott Bacon or Andrea Bacon, representatives of Siegfried's Call.

I have read and understand the policies stated above and am aware of my responsibilities in regards to said policies set forth by Siegfried's Call. Customers under the age of 18 must have the joint signature of their parent/guardian, who assumes full responsibility of their minor. Please print out and return signed document to Siegfried's Call.

Date: _____ Name of Customer: _____ Signature: _____

If under the age of 18:

Name of Parent/guardian: _____ Signature of Parent/Guardian: _____