

NAGAHARA MAINTENANCE (C.O.A.) / REPAIR REQUEST FORM

FORM
C6

⊗ = required field

(PDF FILLABLE FORM)

Please send your instrument with enough time. Do not plan a COA or Overhaul immediately before a competition or concert as we are not able to guarantee the return of an instrument in time for these important events. Nagahara Flutes is not responsible for shipping delays caused by UPS or any other carrier. *(please see back for instructions)*

⊗ Customer Name		(first)	(last)
⊗ Address			
⊗ Contact	Phone () _____ - _____	Email	
⊗ INSTRUMENT(S)		<input type="checkbox"/> Nagahara	Serial Number
<input type="checkbox"/> Flute	<input type="checkbox"/> MINI	<input type="checkbox"/> Other (Request approval)	(Found on Barrel)
<input type="checkbox"/> Headjoint	<input type="checkbox"/> Other (Specs)		Specs: (please detail)
⊗ <input type="checkbox"/> C.O.A. <input type="checkbox"/> REPAIR <input type="checkbox"/> OVERHAUL <input type="checkbox"/> OTHER _____			
⊗ Did you email or call for an appointment? <input type="checkbox"/> YES <input type="checkbox"/> NO <i>(please see back)</i>			⊗ Preferred Date:
⊗ Requested Return Shipping Method <i>(please choose one)</i>			<input type="checkbox"/> Other _____
<input type="checkbox"/> UPS Next Day	<input type="checkbox"/> UPS 2 nd Day	<input type="checkbox"/> UPS Ground	<input type="checkbox"/> USPS Priority
<input type="checkbox"/> USPS Express			<input type="checkbox"/> Customer pickup
⊗ Return Shipping Address			
<input type="checkbox"/> <i>(same as above)</i>			
Other special instructions on shipping:			
⊗ Payment <input type="checkbox"/> Free maintenance <i>(1 free annual C.O.A. included with purchase; to be used in the first 18 months of ownership)</i>			
<input type="checkbox"/> Check <i>(we will contact you with final invoice amount)</i> Please make all checks payable to: <u>NNI Inc.</u>			
<input type="checkbox"/> Charge my credit card			
<i>(check one)</i> <input type="checkbox"/> Visa / <input type="checkbox"/> MC / <input type="checkbox"/> AMEX Card# _____			
Expiry Date: _____ / _____ (no CVV required) Customer signature _____			
Billing address: (if different)			
Special request or message:			
⊗ Customer Signature _____		Date _____ / _____ / _____	
<i>Office Use Only:</i>	<i>Arrival Date:</i>	<i>Instrument accessories (if any):</i>	<i>Return Shipping Date</i>

Please use this “MAINTENANCE (C.O.A.) / REPAIR REQUEST FORM - C6” before shipping your instrument to Nagahara Flutes for any COA, repair, or overhaul. By using this form, it will help to answer any questions or concerns we may have regarding your instrument. It may also decrease the time it takes to complete the COA, overhaul, or repair and it will assure return shipping to the correct address.

Please make sure to complete sections marked with a ⊗ symbol.

Any direct purchase includes one free COA to be used in the first 18 months of ownership (shipping only available within the US). Nagahara Flutes highly recommends that all customers try to schedule a COA appointment every year thereafter, and a complete overhaul every 6-10 years. Regular preventive maintenance will help to insure your instrument’s best response and performance (not to mention resale value.) A thorough cleaning/inspection can also often prolong the life of your flute pads as well.

Please call 1 or 2 months ahead to schedule any maintenance or repair appointment. This will give enough time to ensure an appointment. An average COA takes us 2 days, so plan for 4-5 days including shipping to and from our shop. A complete overhaul can take up to 2 weeks, so also plan accordingly. Repair times will vary, so please call or email to discuss scheduling and estimated waiting time. *Please do not send your instrument without notice as we will not be able to assist your request properly without an appointment.*

For headjoint/tenon fittings, all customers are responsible for shipping charges to Nagahara Flutes. Customers that are fitting Nagahara headjoints to non-Nagahara flutes are required to pay shipping both ways. Current Nagahara customers fitting new (or exchanged) headjoints to Nagahara bodies will receive free return shipping. It will take us 2-3 days to complete the headjoint/tenon fitting and return it via overnight shipping (*an additional shipping charge of \$20-\$25 may apply for customers in Western U.S.*)

Any repairs or modifications performed by an unauthorized repair technician will void your warranty. Please call or email for a recommendation of an authorized Nagahara repair & maintenance technician and/or shop. However, we highly recommend that all direct-purchase US customers ship (or hand-deliver) their instruments back to the Nagahara Flutes shop in Chelmsford, MA for servicing and repairs. (address below)

After completing this form, please enclose the form in your flute case or case cover. Feel free to include additional notes to describe any further problems or parts of the instrument that need to be checked in particular. *The more details you provide, the better* (and quicker) we can address and fix the problem.

Always ship your instrument in the original custom flute shipping box, or an equally safe and sturdy box with plenty of cushioning material (peanuts, bubblewrap, foam, etc...). We always recommend overnight shipping arriving no later than Tuesday or early Wednesday for COAs. This way we can *try* to have your flute back by the end of the same week. We will do our best to return the instrument as per your request, but do not warrantee return delivery by any date. Please refrain from shipping to us over the weekend as your flute might be left in unknown storage areas within USPS, UPS, or FedEx. Also, always ensure to get a tracking number and/or delivery confirmation. It is also highly recommended that you ship with optional “*adult signature services*”, which requires the signature and name of the recipient to be recorded. Check with your insurance company regarding loss or damage coverage during shipment.

Please ship your instrument(s) to:

Nagahara Flutes / NNI Inc.
131 Stedman Street, Unit #7
Chelmsford, MA 01824-1867



Tel: (978) 458-1345
Fax: (978) 458-1349
email: info@nagaharaflutes.com
web: www.nagaharaflutes.com

COA (clean, oil, adjust) annual maintenance: A complete inspection and cleaning of the instrument. Minor adjustments to mechanism and pads. However, COA’s do not cover dents, scratches, or damage resulting from a lack of basic customer cleaning & maintenance. General wear is also not covered by a COA.

Nagahara Pads are guaranteed for 2 years from the date of purchase. If you have ANY major problems with your pads, caused by normal wear and tear, we will gladly replace them free of charge.

Headjoint/Tenon fitting: After purchasing a Nagahara headjoint, you can have it perfectly fitted to your flute’s barrel. We offer this service to Nagahara and non-Nagahara flute owners. For those fitting gold headjoints to silver bodies, we are able to add a non-permanent silver sleeve to the tenon of the gold headjoint for a proper fit. This is an additional service for \$200 and it will not damage your headjoint in any way. (*See above for shipping details.*)

Complete overhaul: A total refurbishing and reconditioning in order to return the flute to “as new” condition. Complete disassembly, inspection, cleaning, and polishing. Major dents and deep scratches can also be repaired in a complete overhaul. Wearless mechanism inserts may be installed at overhaul time at an additional cost.