

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

FORM  
C6

⊗ = required field

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

⊗ Customer Name	(first) _____ (last) _____
⊗ Address	_____

⊗ Contact Phone	( ) _____ - _____ <i>Best time to call?</i> _____	Email address	_____
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⊗ Instrument	<input type="checkbox"/> Nagahara <input type="checkbox"/> Other <small>(Request approval)</small>	Serial Number: <small>(Found on Barrel)</small> _____	Specifications: _____ _____ _____
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⊗ C.O.A.       REPAIR       OVERHAUL       OTHER

Did you call for an appointment?    YES     NO  *(please see back)*

⊗ Requested Return Shipping Method <i>(please choose one)</i> <input type="checkbox"/> UPS Next Day <input type="checkbox"/> UPS 2 <sup>nd</sup> Day <input type="checkbox"/> USPS Priority <input type="checkbox"/> USPS Express <input type="checkbox"/> Other _____	Customer pickup <input type="checkbox"/>
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*The first C.O.A. Checkup will be returned shipped free of charge via **UPS 2nd Day**. Next Day delivery is available upon request with additional cost.*

⊗ Return Shipping Address <i>(if different from above)</i>	_____
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Other special instructions on shipping:

\_\_\_\_\_

⊗ Payment	<input type="checkbox"/> Free maintenance <i>(1 free C.O.A. included within first year of ownership – NO CHARGE)</i> <input type="checkbox"/> Check (Please bill me) <input type="checkbox"/> Charge my credit card (circle one) Visa MC AMEX # _____ Exp.Date _____ Customer signature X _____
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Special request or message:

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⊗ Customer Signature _____	Date ____ / ____ / ____
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<b>Office Use Only:</b>	<i>Arrival Date:</i>	<i>Instrument accessories (if any):</i>	<i>Return Shipping Date</i>
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Please use this “MAINTENANCE (C.O.A.) / REPAIR REQUEST FORM” 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 cut down 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 appointment that must be used within the first year of ownership (shipping only available within the US). Nagahara Flutes highly recommends that all customers try to schedule a COA appointment every year. 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 of your “purchase anniversary” date 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 technicians and shops. 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 it in your flute case or case cover. Feel free to use additional paper to describe any additional 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 that 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, never use ground shipping for your instrument, as damage and loss is more likely and always get a tracking number and/or delivery confirmation. Check with your insurance company regarding coverage during shipment.

***Please ship your instrument to:***

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

**tel: (978) 458-1345 / fax: (978) 458-1349 / email: [info@nagaharaflutes.com](mailto:info@nagaharaflutes.com) / web: [www.nagaharaflutes.com](http://www.nagaharaflutes.com)**

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**COA (clean, oil, adjust) annual maintenance:** A complete inspection and cleaning of the instrument. Minor adjustments to mechanism and pads. However, COAs 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 1 year from the date of purchase. If you have ANY major problems with your pads 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.