

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

FORM
C6

⊗ = required field {The first C.O.A. within 18 months of purchase is free of charge}
Please send your instrument with enough time. Do not plan a COA or Overhaul right 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

() -
Best time to call?

Email
address

⊗ Instrument

Nagahara
 Other
(Request approval)

Serial Number:
(Found on Barrel)

Specifications: _____

⊗ C.O.A.

REPAIR

OVERHAUL

OTHER

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

⊗ Requested Return Shipping Method *(please choose one)*

UPS Next Day UPS 2nd Day USPS Priority USPS Express Other _____

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. *within 18 months of original sale.*

Customer pickup

⊗ Return Shipping Address
(if different from above)

Other special instructions on shipping:

⊗ Payment Free maintenance *(1 free C.O.A. included within first 18 months of ownership – NO CHARGE)*
 Check (Please bill me)
 Charge my credit card

(circle one) Visa / MC / AMEX # _____ Exp.Date _____

Customer signature X _____

Special request or message:

⊗

Customer Signature _____

Date ____/____/____

Office Use Only:

Arrival Date:

Instrument accessories (if any):

Return Shipping Date

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 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 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 of your “18 month 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 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 it 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 warrant 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, never use ground shipping for your instrument, as damage and loss is more likely and always get a tracking number and/or delivery confirmation. It is also highly recommended that you ship with optional “adult signature services”. 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 / 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, 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.