


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

**FORM
C7**

November
2023

⊗ = **required fields** (PDF FILLABLE FORM – please email a copy to: info@nagaharaflutes.com)
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) _____		⊗ Date: ____ / ____ / ____
⊗ Address	(Street address) _____ (Apt., suite, unit) _____ (City/Town) _____ (State) _____ (Zip) _____		
⊗ Contact	Phone () -	Email	
⊗ INSTRUMENT(S)	SERIAL #(s) (Found on Barrel) 1. _____ 2. _____	BODY TUBING <input type="checkbox"/> Silver <input type="checkbox"/> Gold MECHANISM <input type="checkbox"/> Silver <input type="checkbox"/> Gold	Specs: <input type="checkbox"/> Inline G <input type="checkbox"/> Offset G <input type="checkbox"/> C# Trill <input type="checkbox"/> Split E (please detail) <input type="checkbox"/> D# Roller <input type="checkbox"/> High E <input type="checkbox"/> Other (detail below ↓)
⊗ <input type="checkbox"/> C.O.A. <input type="checkbox"/> REPAIR <input type="checkbox"/> OVERHAUL <input type="checkbox"/> OTHER* (see special request, notes, or message)			
⊗ Did you email or call for an appointment? <input type="checkbox"/> YES <input type="checkbox"/> NO (please see back)		⊗ Preferred Date: ____ / ____ / ____	
⊗ Return Shipping Method <input type="checkbox"/> UPS Early AM <input type="checkbox"/> UPS Next Day <input type="checkbox"/> UPS 2nd Day <input type="checkbox"/> UPS Ground <input type="checkbox"/> FedEx Next Day <input type="checkbox"/> FedEx 2 Day <input type="checkbox"/> FedEx Ground **WE SHIP ONLY WITH "ADULT SIGNATURE SERVICES"			<input type="checkbox"/> Customer pickup
⊗ Return Shipping Address	(Street address) _____ (Apt., suite, unit) _____ <input type="checkbox"/> (same as above) (City/Town) _____ (State) _____ (Zip) _____		
Special instructions for shipping:			
*Special request, notes, or message:			
⊗ Payment <input type="checkbox"/> Free C.O.A. (1st C.O.A. with direct purchase from Nagahara Flutes - within the first 18 months, Contiguous USA only) <input type="checkbox"/> Send me an electronic invoice to my email for simple, secure card payment processing. I shall pay by Zelle to: info@nagaharaflutes.com			
⊗ Signature: By signing I indicate that I have read and agreed to the Nagahara Flutes/NNI Inc., Maintenance/COA/Repair Request Terms & Conditions as outlined on page 2, and current pricing as listed on Nagahara Flutes website.			
Customer Signature 		Date ____ / ____ / ____	
Office Use Only:	Arrival Date:	Instrument accessories (if any):	Return Shipping Date

Please use this required “MAINTENANCE (C.O.A.) / REPAIR REQUEST FORM – C7” 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. All repairs must have a signed C7 form on file before work begins.

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

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

Please call 1 or 2 months ahead to schedule any maintenance or repair appointments. 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 please plan accordingly. Repair times will vary, so please email or call 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 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 may take us 2-3 days to complete the headjoint/tenon fitting.

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 email it back to Nagahara Flutes (info@nagaharaflutes.com) and enclose a printed copy 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 (packing peanuts, bubble wrap, foam, etc...) **We always recommend shipping or dropping off your instrument so that your package arrives on the Friday before your scheduled week, or no later than Monday morning for COAs. That way we can *try* to have your flute back by the end of your scheduled week. We will do our best to return the instrument as per your request, but do not warrantee return delivery by any date. Moreover, always ensure to get a tracking number and/or delivery confirmation (see below):

SHIP ONLY WITH “ADULT SIGNATURE SERVICES”, which requires the signature and name of the recipient to be recorded.

*****Customer is responsible for shipping insurance while their instrument(s) are en route to and from us, under all circumstances. 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
email: info@nagaharaflutes.com
web: www.nagaharaflutes.com

COA (Clean, Oil, Adjust) annual maintenance: A complete inspection, cleaning, oiling, and adjustment of the instrument. Minor adjustments to mechanism and pads, which includes shimming of pads. However, COA's do not cover dents, scratches, or damage resulting from tarnishing, a lack of basic customer care, 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 fitted perfectly to your flute's barrel. We offer this service to Nagahara and non-Nagahara flute owners. For those fitting gold headjoints to silver bodies, please contact us for all options.

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