

Return and Refund Overview:

This Return and Refund Policy governs the terms and conditions for instrument purchases and repair services provided by Gold Winds Studio under the brand name Kaneyoufixit ("we," "us," or "our").

1. Instrument Purchase Returns:

1.1 All instrument purchases are considered final and non-refundable. Please carefully consider your purchase before completing the transaction.

1.2 In the event of a defective or damaged instrument upon receipt, please contact us directly to discuss available options for resolution.

1.3 We do not accept returns for instrument purchases unless the item received is defective or damaged.

2. Refunds for Instrument Purchases:

2.1 Once your return is received and inspected, we will send you a notification through the original communication channel regarding the status of your refund.

2.2 If approved, the refund will be processed, and a credit will be automatically applied to your original method of payment within a certain number of days.

2.3 Late or missing refunds may require additional processing time by your financial institution.

3. Non-Refundable Services:

3.1 Diagnostic fees and non-repair services provided are non-refundable.

4. Instrument Repair Service Returns:

4.1 Instrument repair services are eligible for returns if the repair is deemed unsatisfactory or incomplete within 7 days.

4.2 To initiate a return for repair services, please contact us directly to discuss the issue and arrange for further assessment.

5. Exclusions:

5.1 This policy does not cover damages caused by misuse, accidental damage, unauthorized repairs, or alterations made to the instrument after our repair service.

5.2 Only regular-priced items are eligible for refunds; sale items are non-refundable.

6. Exchanges for Instrument Purchases:

6.1 We only replace items if they are defective or damaged under warranty.

6.2 To exchange a defective or damaged item, please contact us directly to arrange for a replacement.

7. Gift Returns:

7.1 Due to the nature of gift purchases, items marked as gifts are non-returnable.

7.2 If the item was marked as a gift when purchased and shipped directly to you, we are unable to process a return.

7.3 If the item wasn't marked as a gift when purchased, or the gift giver had the order shipped to themselves to give to you later, we are unable to process a return.

8. Cancellation Policy for Repair Services:

8.1 If you decide to cancel your instrument repair service before the repair work has commenced, you are eligible for a full refund.

8.2 However, if the repair process has already begun, we may charge a cancellation fee to cover any incurred expenses.

9. Warranty Coverage for Repaired Instruments:

9.1 All repaired instruments are covered by a limited warranty against defects in parts and workmanship.

9.2 The warranty period varies depending on the type of repair and parts used.

9.3 Please refer to your repair invoice for specific warranty details.

10. Warranty Coverage for Instrument Purchase:

10.1 Instruments purchased from Gold Winds Studio under the brand name Kaneyoufixit are covered by a limited warranty against defects in parts and workmanship.

10.2 For Yamaha brand instruments, the warranty period is 18 months from the date of purchase under Kaneyoufixit.

10.3 For other brands, the warranty period is 12 months from the date of purchase under Kaneyoufixit.

10.4 The warranty covers manufacturing defects and malfunctions under normal use conditions.

10.5 Exclusions to warranty coverage may apply in cases of misuse, accidental damage, unauthorized repairs, or alterations made to the instrument.

10.6 Please retain your purchase receipt or invoice as proof of purchase, as it will be required to process warranty claims.

10.7 To initiate a warranty claim, please contact us directly for further assistance.

10. Contact Us:

10.1 If you have any questions or concerns regarding our Return and Refund Policy for instrument purchase and repair service, please contact us at kanewooi@kaneyoufixit.com or call +6010-705 2708.

11. Changes to this Policy:

11.1 We reserve the right to modify or update this Return and Refund Policy at any time.

11.2 Any changes will be effective immediately upon posting on our website, with the revised date indicated at the top of the page.

Last Updated: 25 March 2023