

General Terms and Conditions

Due to the pleasingly high demand for our instruments, we have decided to define **general terms** and conditions in order to standardise and make the process of enquiries and orders transparent. The most important **change** is that we want to strengthen the co-operation with our business partners and therefore **NO longer send instruments for testing**.

Our guidelines:

- Our **instruments** are the result of passionate and consistent development and fulfil the highest standards of craftsmanship and musicianship.
- We only use top **quality** materials and take the appropriate time to manufacture the instruments.
- As a matter of principle, we do not build instruments to stock, but to **order** in order to fulfil individual wishes.

Test and buy:

- We have now established a network of **partners** where our models are available to try out and purchase. A current list can be found under the menu item 'Business partners' on our website.
- Every year we attend **exhibitions** where we have a large selection of blanks available for testing and purchase.
- We also have all the models in stock in our **workshop**, where you can try them out at your leisure. We are happy to take the time to advise you and look forward to welcoming visitors from near and far.
- Because we want to focus on these **three mainstays**, we no longer send out instruments for testing.

Delivery times:

- The estimated **delivery time** is currently 10-12 weeks plus additional time for finishing with lacquer, silver and gold.

We thank you for your understanding and look forward to working with you.

Peter Oberrauch & Team