



POLICY AND WARRANTY

POLICY AND ORDER INFO

1) HOW TO ORDER :

Order an Overload guitar is very easy. Go to the website section : custom shop - quote form
Download the one you are interested in. Fill it in and send it back to us via mail.

You will receive a complete quote in maximum 48 H

Once you agree the quote , the specs and our policy and warranty document, we should receive a deposit of 700 euro via Bank money Transfer.

We should accept payment on Paypal , but we should receive the deposit without the paypal fees (for example, paypal fees are around 5%, so if you should receive 700 euro, you should send 735 Euro – the 35 euro of Paypal fees will be not counted in the guitar total ammount.

Building time will be around 6 months. Any delay will be advised in time.

The rest of the ammount must be payed before the shipment via Bank transfer or Paypal.
You will receive 2 invoice about your purchase, one about the deposit and one about the downpayment.

The guitar will be shipped exactly a week after we receive the downpayment.

2) REFOUND POLICY

The deposit is non-refundable after two weeks from the receiving date.

WARRANTY

Your Overload is under 1-year warranty on any guitar-related issues caused by us.

In the first THREE months it's FULL FREE warranty, so any guitar-related issues caused by us will be repaired free , included shipping from studio to your side too. In the second nine months you should cover the shipping cost In both ways.

Warranty conditions:

1. You are the first owner and the guitar is shipped directly from Overload's workshop, located in Rome, Italy

2. Warranty starts on the day of the delivery to the Customer.

3. Warranty ends once the guitar is seriously modified, which includes bridge, nut, tuners, frets, color. A change of pickups, potentiometers, switches and wiring ends warranty for electronics. Unscrewing bolt-on neck joint or bridge as well as nut or bridge replacement, displacement or modification also cancels warranty. Simply: if you have any problem contact us before taking any actions.

4. Cost of full overall setup is included in the base price.

Having such a low string action entails natural fret buzz. It is not a warranty issue unless it is noticeable in an amplified electric guitar sound through the speakers.

5. Warranty does not apply if the guitar was damaged during shipment, Contact us to agree on a eventual repair, by the owner or any other persons, animals, machines, explosives, use of chemicals non-applicable for guitars, unearthly forces and magic, if the guitar was exposed to extreme humidity, temperature, wind or radiation conditions. Furthermore, warranty does not apply to natural wear and tear of the instrument.

6. Warranty does not apply to subjective issues as tonal characteristics, color, wood grade and figuring as well as its natural structure, guitar finish, weight, body and neck shape and profile.

7. Fretboards are permanently protected. Lightly moisturized soft cloth is good enough to clean the fretboard.

8. We proudly use Bare Knuckle Pickups, which have lifetime warranty. Conditions of warranty are described by its manufacturer separately. This applies to all hardware used.

9. Keep your guitar in good condition, tuned and clean.

We wish you all the best with your Overload guitar!

OVERLOAD TEAM