

Shop Terms and Conditions

Returns for exchange:

I like happy customers telling the world what great pickups I make and am prepared to exchange if the results are not as dramatic as my customer hoped for. Returns for exchange within 14 days of receiving your order escape the 10% restocking fee (see below) but you will have to pay the shipping cost of the replacements.

Returns for refund:

I accept only items purchased direct from Kinman for return or refund. Returns for refund are subject to a restocking fee of 10% of purchase price (not including shipping) plus deduction of original freight/insurance costs plus any damage (wear and tear). Returns are allowed within fourteen (14) days of your receipt of the consignment provided the products are 'As New' (cable solder points excepted). Cost of restoring to 'As New' condition will be deducted from your refund. You will need to contact us for a Return Authorization and instructions before returning the goods. Do not return without hearing from us first and be mindful that emails sometimes go missing. Before requesting return authorization think about selling the pickups (eBay etc). Kinman's command high resale value so it's likely you will save the restocking fee and return shipping costs.

Order cancellations:

If a customer cancels their order prior to shipping a cancellation fee of 10% will apply. This covers the expenses incurred in processing, back tracking and refunding. An exception is where Kinman is unable to deliver in a reasonable time. I consider 3 weeks is a reasonable time and is still more prompt than most in the music industry.

Privacy policy:

We do not sell or otherwise disclose customers details to any third party. However, we reserve the right to send Kinman updates, newsletters and promotional material by email to our customers. If you do not wish to receive such correspondence please send us an email to that effect. If we do not acknowledge your request it means we didn't receive it.

Specially made items:

for example reverse magnetic polarity, reverse wind coils, Gold plating or anything else that is not a standard stock item will not be accepted for refund or exchange. We might, at our option, consider return for exchange provided compensation cost is applied to restore the item to stock standard specifications if that is possible.

Warranty:

All products are warranted to be free from manufacturing and material defects for 12 months. This warranty specifically excludes damage caused by incorrect handling or neglect. Warranty is to the original owner and is not transferable.

Late arrival:

We ship in good faith using a trusted express courier. Very occasionally shipments are delayed because the courier occasionally encounters delays at peak periods like Christmas etc.