



Shipping & Production Information

HOW MUCH WILL MY REPAIR COST?

Please refer to the Harmonica Gallery website for pricing information. <http://repair.harmonicagallery.com/> It is impossible to quote the cost of work when the harmonica is sight unseen. I have published minimum prices for BASIC cleaning and adjustments, as well as maximum pricing according to harmonica model. Most repairs are completed within that price range. Cracked or broken reeds, broken slides, and broken comb replacements cause the repair cost to escalate higher. If a harmonica cannot be repaired for the maximum price listed, then George will call you to discuss your options, which might include trade-in and trade-up.

HOW WILL I PAY FOR YOUR WORK?

Do not send any check or money in advance! You will be billed the exact amount for repairs when your harmonica is ready to ship. When the repair is complete and ready to ship, George will send an electronic **PayPal** invoice to the mobile phone and email address which you have provided. You do not need a PayPal account to view & pay the invoice. You can pay only with your credit card or PayPal account. George ships after payment is received.

HOW WILL I SHIP MY HARMONICA TO YOU?

You may choose any shipper, either USPS, FedEx, or UPS. I highly recommend that you ship the harmonica in its case, inside of a shipping box. Please do not send your harmonica in a padded bag unless the harmonica and its case are protected inside the bag.

- Your package must have your name, & return address clearly printed visible on the outside and not covered by any labels or stickers.**

HOW WILL I KNOW THAT YOU RECEIVED MY HARMONICA?

The TRACKING NUMBER given to you on your shipper's receipt is your best method to see shipping progress, exceptions, delays, and delivery. Be sure to retain your shipping receipt.

WHAT IS THE PRODUCTION TIME? -or- HOW LONG WILL MY REPAIR TAKE?

Dr. Miklas has an earnest goal to have your harmonica back to you 1 month or less. Please be aware though, Dr. Miklas has full-time school and part-time university employment which directly affect his time in the repair shop. Therefore, Harmonica Gallery does not guarantee, nor speculate, return time. Production times can be up to 6 months or more. Be sure to have another harmonica to play in the meantime.

NOTICE

Harmonica Gallery reserves the right to refuse to work on any harmonica deemed as an undue health risk, or infeasible cost of repair, or lack of available parts. In these cases, the customer will either 1.) pay return Postage & Handling charge, or 2.) authorize Harmonica Gallery to dispose of the instrument.

ASSURANCE

- Your harmonica is in expert hands.
- Dr. Miklas never work on harmonicas when he is tired or ill.
- You and your harmonica have not been forgotten.
- Your instrument will be cleaned/repaired in the order it is received (based upon the post mark).

MOVING FORWARD

- Dr. Miklas is a full-time teacher, adjunct music professor, with studio teaching and performance schedules.
- Dr. Miklas' obligations, make his available time in the harmonica repair workshop unpredictable.
- Emails or phone calls asking when the work will be done will be viewed as badgering and is discouraged.
- You will receive an invoice via email to be paid when your harmonica is finished and is ready to be shipped.
- When your invoice is paid, your harmonica will be shipped.
- Customers are asked to be patient and understanding.