Fox Products Repair Policy Overview

Fox Products offers a wide variety of repair services. All repair services are completed at our factory in South Whitley, IN, where we exclusively repair instruments manufactured by Fox Products. As our repair schedule fills up quickly, it is recommended that repair customers schedule their instrument services as far in advance as possible. Scheduling is prioritized on a first come, first served basis.

REPAIR APPOINTMENTS

All repairs are by appointment only. Filling out a request form does not confirm an appointment. Customers will receive a repair appointment confirmation notice from Fox Products when the repair is accepted and scheduled.

Shipping

Instruments shipped to the factory for service must arrive at least 2 business days before their scheduled service. Customers are strongly encouraged to mail instruments early enough that they arrive a week before their scheduled service to account for potential shipping delays.

Late Arrivals and Missed Appointments

If an instrument does not arrive at the factory 2 business days before the scheduled appointment, the appointment may be forfeited. Late instrument arrivals will be rescheduled when possible. If a customer misses an in-person appointment, the repair requires rescheduling. Customers will be responsible for any fees incurred by a late arrival or missed appointment, including but not limited to shipping, freight, handling, and fees.

PRICING AND ESTIMATES

It is impossible to accurately evaluate an instrument without the instrument physically present. Inquiries received by phone or email will be given a quote or quote range for service price based on the customer's description of the instrument and desired outcomes.

Once the instrument is received, Fox will complete and provide the customer with an estimate for service. Fox will assume estimates for service that are identical to the original quote are approved by the customer, and no response is required. If the estimate is modified from the original quote, the customer should respond as soon as possible to maintain the agreed-upon schedule. Estimates must be approved or modified within 5 business days of updated estimate communication, or by the scheduled service date, whichever is later. Failure to approve or modify estimates within this time frame will result in either a rescheduled appointment and/or the return of the instrument to the previously provided customer address at the customer's expense. Modifications to estimates are collaborative between the customer and Fox repair technician. Each service package Fox provides must meet a minimum playability standard based on the service type, age, and model of the instrument. If the instrument cannot be brought to that standard within the parameters of the service package, Fox Products may refuse the requested estimate modifications.

Estimates for services or repairs will be as close as possible to your final total. If Fox discovers additional work is required during the repair process, we will contact you for approval before proceeding with any extra work on your instrument.

INSTRUMENT VOICING AND TUNING

For minor tuning irregularities, our repair department can check that the instrument meets factory specifications and adjust the instrument to meet them as necessary. Customers desiring custom voicing or tuning must specifically schedule a repair appointment to include tuning. Fox Products requires the player to be present for custom tuning appointments. If the player cannot be present for tuning work, Fox Products may agree to limited tuning services on a case-by-case basis. In the event the player is not present for tuning work, the customer must send their bocal with the instrument if the instrument requires a bocal. No exceptions will be made.

WARRANTY SERVICES

Within one year of purchasing any new Fox or Renard instrument, all customers are entitled to return it to the factory for complete service. The purpose of this service is to restore the instrument to original factory playing standards. Cleaning, oiling, and mechanical regulation are included with costs limited to parts and shipping. This warranty is in lieu of all other warranties expressed or implied. It shall be considered void if unauthorized alterations are made to the instrument beyond normal repair procedures.

SHIPPING GUIDELINES

Proper Packing

Instruments should only be shipped in instrument cases. Instruments shipped loose in a box are likely to be damaged in shipping. Repairs necessitated by shipping damage from poor packing will be at the expense of the customer.

Any extra room for movement of instrument joints within a case should be taken up by soft packing material that will not damage the instrument.

Complete Instrument Required

For all repairs we require the entire instrument so it can be evaluated by play testing at the conclusion of the service. If an entire instrument is not sent in, Fox Products may deny service.

For any bassoon, contrabassoon, or English horn services, customers must include the bocal they use to play the instrument with the instrument they are sending in for service.

Accessories and Additional Items

Customers should not send unnecessary items or accessories with their instruments. For bassoon, contrabassoon, and English horn repairs, customers should only send in the bocal they use to play the instrument. Items such as seat straps, reeds, sheet music, and other accessories should be removed from the case before shipping. When the instrument is received, Fox Products will make a detailed list of what arrives with the instrument and keep those items with it throughout the repair process. Whatever items arrive with the instrument will stay with the instrument until it is returned to the customer and cannot be shipped separately from the instrument.

Responsibility and Insurance Coverage

Fox Products assumes responsibility for your instrument beginning when it is received at our factory and ending when it is picked up by the customer or delivered by mail to the customer. During this period, Fox Products' insurance covers the instrument.

The customer is responsible for the instrument at all other times, including shipping to our factory. Fox Products accepts no responsibility for loss or damage to any customer-owned merchandise that was not directly caused by our repairs or handling. The customer is fully responsible for all charges incurred, including but not limited to freight to and from Fox Products, parts, labor, local tax, handling, and fees.

ABANDONED PROPERTY

When repairs are complete, Fox will notify the customer using the contact information provided to us at the time of scheduling. If the repair invoice remains unpaid for sixty (60) days after charges are due, we may sell the instrument or item to recover the unpaid balance. Before taking that step, we will mail a written notice to your last known address by certified or registered mail with return receipt requested. The notice will include the total amount owed (including repair charges and the cost of sending the notice), along with the date, time, and location of the planned sale. This notice will be mailed at least thirty (30) days before the sale date. To claim the instrument or item, you simply need to have the instrument or item picked up, pay the outstanding charges, and reimburse Fox for notification costs before the scheduled sale date. If the instrument or item is sold and the sale proceeds exceed what you owe for repairs and notification costs, then Fox will return the surplus to you. If we no longer have your current name or mailing address on file, any surplus will be deposited with the Whitley County, Indiana Treasurer. If the sale proceeds are insufficient to cover the repair and notification costs, then you will continue to be responsible for the remaining balance.