

Shipping your instrument

Contact me before shipping an instrument to JSO Guitarworks. We will discuss your needs and it will alert me to expect your delivery. Please review the packing guidelines that follow. I believe you will find them helpful.

Paperwork

It is essential that you include a note with your name, contact information, and a description of the problems, questions, concerns, or complaints you have about your guitar. Enclose the information in the case with the instrument. A link to a form you can use to capture this information is provided on the website.

Step-by-step packing guidelines:

1. **Obtain shipping box (big enough for the cased guitar with ~2” of space – sides, top & bottom)**
A likely supply is a guitar store. They receive most instruments in suitable boxes and probably have several they plan to discard. The box needs to be in good condition (structurally sound, no more than minor cosmetic damage). Reinforce any minor rips. Avoid a box that has signs of being crushed. Another source is to purchase an appropriately sized box from a shipping store.
2. **Prepare the instrument**
Detune the strings to release tension on the guitar’s neck. Remove batteries from active pickup systems. If the guitar has a friction-fit endpin (like Martins without a pickup) remove it. Remove any other loose items in the case that could cause damage to the instrument (capos, hard plastic humidifiers, tuners, etc.).
3. **Pack the instrument in the case**
FIRST, put your contact and repair information form in the case. Use a good quality hard-shell case. The guitar must be held in position (no shifting) when the case is closed. If shifting is possible, fill in around the guitar with firm padding (bubble wrap is best – NO packing peanuts). Make sure peg head is well supported with bubble wrap (beyond single rest point provided by most cases).
4. **Prepare the shipping box**
Completely seal the bottom of the box. Tape all open edges. Do not depend solely on metal staples to hold ends closed.
5. **Pack the “cased” instrument in the shipping box**
 - a. Put 2 – 4 inches of bubble wrap at the bottom of the box, and then put the cased guitar in the box. There should be 1 – 2 inches of space on all sides of the case in the shipping box.
 - b. Pad back and top of the case with bubble wrap (no shifting front-to-back if box is casually shaken).
 - c. Pack bottom corners and sides of the guitar body with bubble wrap (no side-to-side movement).
 - d. Pad sides of the neck (fill large voids with sturdy empty boxes plus more bubble wrap).
 - e. Fill the top of the box with 2 – 4 inches (minimum) of bubble wrap to make a snug fit when the top of the shipping box is closed.
 - f. Seal the box using sturdy shipping tape.

Caution: Do not use packing peanuts. They settle in-route and allow the guitar to shift. UPS and FedEx have been known to reject insurance claims for guitars with such packing.
6. **Labels and markings**
Your name and address (from) and our name and address (to) should be marked on the box. Affix several “Fragile” stickers to the box.
7. **Carrier and insurance**
Ship via the carrier of your choice. I have had good experience with UPS. Insure your guitar for **FULL REPLACEMENT VALUE**. Get a tracking number and monitor the shipment until delivery is confirmed. I will email and call you shortly thereafter to discuss specifics of the work to be done.