

## Shipping your instrument

If you plan to ship an instrument to JSO Guitarworks, I ask that you contact the shop first to discuss your needs. That will also alert me to expect your delivery. Please review the packing guidelines that follow. I believe you will find them helpful.

### Paperwork

When shipping your guitar to JSO Guitarworks, it is essential that you include a note with your name, contact information, and describe the problems, questions, concerns, or complaints you have about your guitar. Enclose the information in the case with the instrument. I've provided a form for this purpose that you can print (link to [RepairRequestForm.pdf](#)) and fill out. This will help avoid unnecessary delays and possible confusion about the work you are requesting.

### Step-by-step packing guidelines:

1. **Obtain a shipping box**

A likely supply is your local guitar store. They receive most of their instruments in suitable boxes. They probably have several they plan to discard. Make sure the box you get is in good condition (structurally sound with no more than minor cosmetic damage). Reinforce any minor rips. Avoid using any box that has any signs of being crushed. If you are unable to get a box from a guitar store, you should be able to purchase an appropriately sized box from most shipping stores.

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**

Before you begin, put your contact and repair information form in the case. Now you are ready to begin packing. A good quality hard-shell case should be used. When the case is closed the guitar must be held in position (no shifting possible). If shifting is possible, fill in around the guitar with firm padding (bubble wrap is best). Do not use packing peanuts. They will settle and allow the guitar to move. Make sure the peg head is well supported. The single rest point provided by most cases is not sufficient. Provide additional support with bubble wrap.

4. **Prepare the shipping box**

Make sure the bottom of the box is completely sealed. Tape all open edges of the box. Don't depend solely on metal staples to hold the end 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 when it is in the shipping box.
- b. Pad the back and top of the case with bubble wrap. The idea is to have a snug fit that will not allow the guitar to shift front to back when you shake the box casually.
- c. Pack the bottom corners and then the sides of the guitar body with bubble wrap to keep the body of the guitar from moving side-to-side.
- d. Pad the sides of the neck (the large voids can be filled with sturdy empty boxes and then packed with 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 can allow the guitar to shift. UPS and FedEx have refused to honor insurance claims made on guitars that have been packed using packing peanuts.

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**

You are free to ship via the carrier of your choice. I have had good experience with UPS. Insure your guitar for **FULL REPLACEMENT VALUE**. Ask your carrier for a tracking number and monitor your shipment until you have confirmation of delivery. I will send you an email when I receive your instrument and call you shortly thereafter to discuss the specifics of the work to be done.