

The Purchase Process

Once you've decided to make a purchase, AxCent will email or fax the customer three documents:

1) Order Acknowledgement, 2) Retail Price List; and 3) Terms and Conditions.

1. Print out all three documents.
2. Read the Terms and Conditions.
3. Fill out the Order Acknowledgement. Help is available by calling or emailing our office.
4. Sign and date the Order Acknowledgement, scan and email to neil@transperformance.com or fax it to our office at 970-631-8539.
5. Make initial payment of 50% via any method accepted by the Company.
6. Ship the guitar (if applicable) to AxCent Tuning Systems LLC, 2513 Pinecone Circle, Fort Collins, CO 80525-6619. For shipping purposes, the phone number at the destination is 970-482-9132. Consider insuring the guitar when shipping as AxCent is not liable for damages incurred during shipping.
7. AxCent will inspect the guitar to ensure it can be retrofitted with the Performer and determine if the declared value is appropriate for the guitar.
8. Once accepted, AxCent will sign the Order Acknowledgement, return a signed copy to the customer and work will begin.
9. AxCent will notify you of the expected ship date and again when the guitar is near completion.
10. The Performer is shipped to you after final payment is received.

Discounts

We offer a \$50 discount if payment is made by check, money order or direct deposit.

Payment

We accept Visa, Master Card and American Express, certified checks, money orders, personal checks (subject to clearance) and direct deposit. We accept 50% down when orders are placed with the balance paid in full prior to return shipping the guitar. The customer is responsible for payment of all items purchased as well as fees for custom work, applicable taxes, shipping and handling, insurance, imposts and extended limited warranty charges. Other arrangements may be acceptable.

Declared Value

There is no need to have the guitar appraised. The declared value is simply to establish the replacement value for the guitar if it is harmed during the installation process. It has never happened, but we need to be prepared for it. It also protects us from having someone claim that their guitar is a heirloom or collector item and placing an unrealistically high value on it. We discuss the replacement value with the customer when the order is placed and value is set in line with our new guitar replacement deals with the manufacturers. The Declared Value provides assurance to the customer that if their guitar were harmed during the installation, AxCent will return a guitar that is as good as or better than the guitar that was sent.