

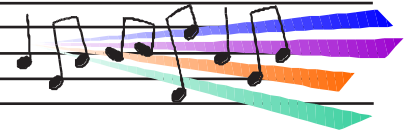


FOLK OF THE WOOD

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Music Store



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“Acoustic Tools for the Acoustic Artist”

Greetings From all of us at Folk of the Wood

First, we'd like to welcome you to the Folk of the Wood club. Upon purchasing a new or used instrument through us, you have essentially purchased a full support system that includes many benefits for as long as you own your instrument.

Secondly, please accept our sincere appreciation for having the faith in us to make your purchase at Folk of the Wood. We believe in our customers as the reason for our existence and truly want to offer a service that goes far beyond your initial purchase.

Most importantly, if for any reason you find your instrument doesn't fit you, or you find some damage or defects, please allow us the opportunity to make it right. E-mail or call us at our toll free number: folkwood@zianet.com or 888-209-8434, and we'll do our best to gain your complete satisfaction with your new purchase by exchange, replacement or repair.

Following is our complete 500% policy:

1. We offer a full 100% Guarantee on every instrument sold new or used...no matter what the circumstance, upon your testing out the instrument and finding that it does not fit your needs, with no questions asked, we'll give you a full 100% store credit towards any other instrument of your choice.

2. We offer a full 100% Lifetime Warranty on every new, or used, instrument sold...exceeding the warranty offered by the manufacturer which covers anything that would be considered a manufacturer's defect. Please be aware, we also have an optional extended warranty that covers damage incurred from negligence. Please check out info on this on our website: www.folkofthewood.com

3. We offer a full 100% Set-Up Guarantee; we set up every instrument for ease of playability and proper intonation. Please check out our 9-Point Checklist on both our website and included with every instrument shipped. If the playability of your instrument does not fit your needs, we'll do our best to make it right...you only need to return it with a full description of what you'd like done.

4. We offer a full 100% Trade-Up Value, on any New Instrument purchased, without any time limit; you'll have the full option to trade back your original instrument purchased for any other upgraded instrument without any loss of initial investment...and this would be towards our current discount pricing .

5. We offer a full 100% Lifetime Support; if you have any questions about the learning process or about anything to do with acoustic music, or your new instrument, we'll be there by e-mail or phone.

We're at your disposal and wish you many years of enjoyment with your new purchase!

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