

### About BackLine Guitars

#### *Where is the wood sourced?*

Most specialty woods are sourced from a local exotic wood store in southern ontario. Other woods are sourced from local Mennonites or other farms nearby.

#### *Where do you make your guitars?*

The BackLine shop is located near the hamlet of Colgan, Ontario. Surrounded by farmer's fields about an hour north of Toronto.

### Made to Order Guitars (Custom Builds)

#### *Can you build me something custom?*

Absolutely. The easiest way is to call and speak directly to me about your custom guitar or you can email through the [Contact Page](#).

#### *How long do custom orders take?*

Build times are 6 weeks after confirmation of design and deposit.

### Stock Items

#### *Can I try before I buy?*

Certainly! Currently BackLine is available to try at the following locations:

- The BackLine shop near Tottenham, ON.
- The Twelfth Fret guitarists pro shop, Danforth Ave, Toronto, ON.
- Birchway Sound, Hamilton, ON.

If you are in Ontario, happy to meet up to show some guitars in person.

#### *Can I buy online?*

BackLine is available online via Reverb.com.

### Shipping, Returns & Warranties

#### *What is your return policy?*

Returnable within 3 days.

#### *What if something breaks?*

Lifetime Warranty! A fully transferable lifetime warranty against defects in materials and craftsmanship will be honoured for any owner of a BackLine guitar regardless of whether they are the original owner or a second hand buyer. Warranties are evaluated on an individual basis. Exceptions to this warranty are in cases of instrument neglect or abuse, lack of regular maintenance, or normal expected wear and tear from regular playing. Intentionally lighting the guitar on fire or smashing it into an amplifier will also void this warranty. If there is ever an unexpected flaw in the materials or craftsmanship, BackLine Guitars will take care of it. No paperwork is required, if it is a BackLine, we will back it.