

JMJ GUITARS

Customization Agreement Form

JMJ Musical Goods Trading, Nepo Mart, Angeles City

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1. CUSTOMER INFORMATION

- **Name:** _____
- **Address:** _____
- **Phone Number:** _____
- **Email Address:** _____
- **Valid Government ID Submitted (Type / No.):** _____

The Customer shall submit one (1) valid government-issued ID together with this signed agreement.

2. CUSTOM GUITAR DETAILS

- **Model/Type:** _____
- **Specifications / Custom Requests:** (As per attached order form)
- **Agreed Price:** PHP _____
- **Estimated Completion Date:** _____

3. PAYMENT TERMS

The Customer agrees to the following payment structure for the custom guitar build:

- **50% Down Payment:** PHP _____
 - a. This payment is initially required to confirm the order and specifications.
 - b. The build process, including material procurement and labor scheduling, officially begins upon receipt of the down payment.
 - c. The down payment becomes partially non-refundable only after the Customer has been notified of material procurement or labor scheduling.

- **50% Final Payment:** PHP _____
 - a. Due upon completion and before delivery or pickup of the finished guitar.

4. NON-CANCELLATION & COST LIABILITY

By signing this agreement, the Customer acknowledges and agrees that:

- Custom guitars are built specifically according to the Customer's unique specifications.
- Costs related to materials, labor, tools, and time are committed once the build process begins.
- In the event that the Customer cancels after the build process has started:
 - a. The Customer is liable for the actual cost of materials purchased and labor incurred up to the point of cancellation.
 - b. Any equipment or tools specifically acquired for the project will also be charged proportionately.
 - c. Any portion of the down payment exceeding the actual costs of materials, labor, or equipment incurred up to the point of cancellation will be refunded to the Customer within 7 days.
- If the Customer cancels before any materials are purchased or labor committed, a full refund of the down payment will be provided.
- Refunds will be processed via the same payment method used for the down payment.

5. MODIFICATIONS & TIMELINE

- Any changes to the agreed specifications after signing this agreement may affect the cost and completion timeline.
- JM Guitars reserves the right to adjust pricing or deadlines based on major modifications requested by the Customer.
- Minor changes that do not affect costs or completion timeline will be accommodated at no extra charge.
- Completion timelines are estimates and may be adjusted due to unforeseen delays.

6. WARRANTY & QUALITY

- All custom guitars are built with high-quality standards. A limited warranty of 6 months is provided for manufacturing defects.
- Damages resulting from misuse, accidents, or unauthorized modifications are not covered under warranty.

7. Governing Law & Dispute Clause

This agreement shall be governed by the laws of the Republic of the Philippines. Any disputes arising from this agreement shall be filed and resolved exclusively in the courts of Pampanga, Philippines.

8. DELIVERY & PICK-UP OPTIONS

The Customer may choose to pick up the completed guitar directly from JMJ Guitars or request delivery via any delivery option of their preference. Any delivery costs, if applicable, will be shouldered by the Customer.

9. ACCEPTANCE

By signing below, the Customer confirms that all details listed above are correct and understood, and agrees to abide by the terms stated in this agreement.

Customer Signature: _____

Date: _____

JMJ Representative: _____

Date: _____