

All prices are subject to change, the below prices can be additional depending on the instruments condition.

## General Pricelist (Brass and Wind Instruments)

- **Standard Maintenance:** Normal Servicing for instruments in good condition and do not require repair Recommended every 3 to 6 months, depending on the instruments use Covers full clean up, oiling and adjustment (This takes 1-2 hours)

Instruments	Price (OMR)
Student Models	15.000
Professional Models	20.000
Bassoons	25.000

- **Inspection and Repair:** For instruments with minor malfunction, this procedure covers straightening key work, replacing touch corks, felts and up to 3 pads (additional pads required are chargeable), Regulation and adjustment, cleaning up and oiling.

Instruments	Price (OMR)
Student Models (flute, clarinet, oboe)	30.000
Professional Models (flute, clarinet, oboe)	45.000
Bassoons	45.000

- **Annual Service:** Intended to be routine maintenance. Includes strip key work, clean and polish, replace touch corks, felts and pads as needed, up to three pads included cleaning and lubricating rods and screws, polishing and oiling the bore if applicable.

Instruments	Price (OMR)
Student Models (flute, plastic clarinet & oboe)	40.000
Professional Models (flute, wooden clarinet & oboe)	70.000
Bassoons	90.000

## Guitar Repair

Product Category	Service Charge (OMR)
Change Strings and tuning(Standard Bridge)	3.000
Change Strings and tuning(Floyd Rose Bridge)	5.000
Bridge Repair (Classic/Acoustic)	15.000
Adjust Guitar Neck	5.000
Adjust String Levels (Electric)	5.000
Adjust String Levels (Classic/Acoustic)	8.000
Neck Repair	15.000
Minor Body Repair	10.000
Electric System Repair	15.000
Cleaning and Servicing	5.000

## Keyboard Repair

Product Category	Service Charge (OMR)
Cleaning and Servicing	5.000
Change Rubber Contact Key	15.000
<b>Repair Power Supply Section related to PCB spare</b>	
Student Models	15.000
Professional Models	40.000

## Violin Repair

Product Category	Service Charge (OMR)
Change Strings and tuning	5.000
Fix Sound Post	8.000
Fix/Adjust Bridge	20.000
Minor Repair (Body/Neck)	10.000
Cleaning and Servicing	5.000

These prices do not include any spare parts that may be required.

## Piano Tuning

Product Category	Service Charge (OMR)
Piano upright	30.000
Grand Piano	40.000
Delivery & pickup (Muscat)	25.000
Call out Fee	25.000

Audio / Electrical Instruments		
Product Category	Service Charge (OMR) (Circuit Board Level)	Service Charge (OMR) (Competent Level)
<b>Professional Audio</b>		
Digital Mixing Console (Mid Size)	50.000	60.000
Digital Mixing Console (Large Size)	100.000	120.000
I/O Interface Cards	20.000	25.000
Analog Mixing Consoles (Mid Size)	20.000	25.000
Analog Mixing Consoles (Large Size)	40.000	50.000
Powered Amplifiers	20.000	25.000
Powered Monitor Speakers	15.000	20.000
SR Speakers	15.000	20.000
Digital Mixing Engine	40.000	50.000
Installation Series Speakers	25.000	20.000
Ceiling Speakers	10.000	12.000
<b>Electrical Instruments (Minimum Fee)</b>		
Student Models	15.000	
Professional Models	50.000	

**The above prices are non-refundable and are only inspection charges.**

**These prices do not include any spare parts that may be required.**

### TERMS AND CONDITIONS

In order to get benefit from the Warranty, the customer will need present Tunes' invoice/receipt, which shows the date of product purchase.

1. Delivery of above equipment will be made only against return of this yellow copy. A minimum non-refundable charge is required prior to detecting certain equipment.
2. Fixed labour charges as displayed in Service Centre will be charged for any job done on the equipment.
3. No guarantee or repair will be rendered to equipment attempted by Technicians other than our authorized service.
4. Old and defective parts of customer's equipment are destroyed / thrown out and hence cannot be returned.
5. Date due' mentioned in the work order is subject to change due to non-availability of parts / delay in receipt of parts from manufacturers or other reasons beyond our control.
6. Items should be collected within 30 days from the date of completion of work or from the date of informing the estimate and will bare storage fees of 2% daily. All equipment (repair / unrepaired) not collected within 3 months from the date of entry will be disposed of without notice and no claims shall be entertained thereafter.

Year Warranty for manufacturing defects (Excluding damage to the woofer and tweeter) Tunes provides a warranty coverage for new products originally sold by Tunes only. This warranty will not cover products purchased from retailers other than Tunes (whether via the Internet or otherwise). All warranties are limited in duration to the applicable period of time set forth by product category.

**In order to get benefit from the Warranty, the customer will need present Tunes' invoice/receipt, which shows the date of product purchase.**

#### The Warranty being offered doesn't cover:

- Transportation to and from the service center, shipping costs, local customs and any other traffic-related costs that may occur. However, we can provide this service if required.
- Removal and installation of the unit.
- Any physical damage or burnt components due to the build-up of excessive heat, corrosion due to moisture or insects, external hits or internal glass breaks, accidents, transit damage, power fluctuations, product misuse, improper cleaning, natural disaster and by any operation violating or not covered by usage instructions.
- Products that have been tampered with or repaired by any person who is not approved.
- Products whose Model Name or Serial Number does not match with that on the set, invoice/receipt or the product carton, or if they have been altered, removed or mutilated.
- Damage, deterioration or malfunction resulting from accident, negligence, misuse, abuse, improper installation or operation or failure to follow instructions according to the Owner's Manual for this product; any shipment of the product (claims must be presented to the carrier); repair or attempted repair by anyone other than an Tunes Service Center; (b) any unit which has been altered or on which the serial number has been defaced, modified or removed; (c) normal wear and any periodic maintenance; (d) deterioration due to perspiration, corrosive atmosphere or other external causes such as extremes in temperature or humidity; (e) damages occurred due to battery leakage (f) damages attributable to power line surge or related electrical abnormalities, lightning damage or acts of God; or (g) RFI/EMI (Interference/noise) caused by improper grounding or the improper use of either certified or uncertified equipment, if applicable. Any evidence of alteration, erasing or forgery of proof-of-purchase documents will cause this warranty to be void. This warranty covers only the Original Owner and is not transferable.

Only Tunes Service Centers can judge whether or not the Warranty is applicable under the conditions above.

#### If the customer's product is not covered under warranty, Tunes may offer Repair Services under the customer's payment.

- Do not allow any unauthorized service center or personnel to repair or modify the product.
- It is customer's sole responsibility to back up his/ her data and must remove any of the customer's confidential or personal information before allowing any service from Tunes.
- Tunes will not be liable for any damage, loss and exposure of confidential or private information or data contained in any product, hardware, software or media.
- For out of warranty repairs a minimum inspection charge is applicable, however if the customer decided to proceed with the repair inspection charges will be adjusted in the total charges.
- Once repaired and the notification sent by email or WhatsApp, the unit should be collected within 30 days.
- Transportation to and from the service center, shipping costs, local customs and any other traffic-related costs that may occur are to be borne by the customers.
- For certain products categories, field service can be arranged with agreed charges.

#### Who can avail of Tunes Workshop Services?

The primary goal of the Tunes Service is to cater to Tunes Customers. However, considering that there are no other reputed Pro Audio service facilities in Oman we may service products not purchased from us but do not guarantee the time frame or spare parts.

If your product ever needs service, please telephone our service center on +968 24489847 or visit us at Tunes Trading & Services in Al Khuwair Service Road next to Al Fikir bookshop.