



Ordering Your Custom Guitar

Dear Guitarist,

For us as guitar makers, there is no greater joy than working on a **custom guitar made to measure**. Every custom instrument is different, unique, and represents a new challenge and a new source of excitement for our workshop.

To make the entire process as clear and smooth as possible, we would like to share a few important points you should be familiar with before ordering your custom guitar.

Your Vision

In order for us to work on your dream instrument, we need to understand your ideas and expectations as precisely as possible. For this reason, it is **essential to complete our Custom Specification List in full**.

Please consider this specification list a **binding document**. Once the building process has started, any changes are possible **only for an additional fee**. In many cases, changes require starting certain steps completely from scratch or using entirely new materials, which inevitably leads to extended production time.

For this reason, we will be **fully available to you during the process of filling out the specification list**, so you can be confident that every detail truly reflects your wishes.

Once the Custom Specification List is completed, we are able to determine the **final price** of your instrument.

Payment Terms

- **50% of the final price** is required before the build begins.
- The remaining **50% is due once the guitar is finished and ready to go**.
- Please note that the **deposit is non-refundable**.

Production Time & Process

The production time of a custom guitar can vary significantly from 3 to 12 months. Every design is unique, and each material requires a different amount of time to process and mature properly.





Because we **hand-voice every guitar**, we have a high level of control over the final sound and always strive to achieve the tonal character requested by the client. However, since the perception of sound is entirely subjective, **tonal characteristics cannot be subject to complaint or warranty claims**. Each guitar is also **hand-sprayed using traditional luthier techniques**, which significantly affects production time – a **full gloss nitro finish takes considerably longer** than an open-pore finish.

Materials & Appearance

Please keep in mind that **wood naturally changes its color slightly under lacquer**. Even if you personally select a specific top or back wood set, the final appearance of the guitar may be slightly darker or warmer than the raw wood. Finishes may appear slightly different on different tonewoods, as each wood has its own natural pore structure and can react in its own way.

This is a natural and beautiful part of working with real, living materials.

Shipping

When it comes to shipping, we kindly ask you to **carefully check the delivery address and phone number on the deposit invoice**. This helps ensure that your guitar reaches you smoothly and without any complications. Please check the packaging and the guitar immediately upon receipt. Any transport damage must be reported at the time of delivery, as transport companies unfortunately do not accept delayed claims.

The process of building a custom guitar is truly something special – and we will do our best to make it a **wonderful and memorable experience** for you.

Thank you for trusting us with your custom instrument. We look forward to bringing your vision to life.

Warm regards,
Dowina Guitars Team

