



Identifying Shipping Damage

Inspecting a shipped guitar upon arrival will help you spot signs of damage.

Here at Taylor Guitars, we work hard to make the best guitars we possibly can. Once we've given our final quality control inspection, we rely on a shipping company to deliver our guitars safely to your door. Unfortunately, guitars are sometimes damaged in transit.

We encourage our sales partners and customers to immediately open and inspect every guitar they receive. Guitars are often damaged,

sometimes severely, with absolutely no visible signs of impact or trauma to the shipping box. A box that falls flat on its face will not be dented or ripped open.

Most shipping companies provide a limited window of time to report damage and file a claim. If you report damage outside the allotted time, repair charges will be the sole responsibility of you, the receiver. If you suspect shipping damage on a guitar, contact your Taylor Guitars distributor

immediately to report the serial number of the damaged guitar. In most cases, the shipper of record is responsible for establishing a damage claim with the freight carrier.

While any kind of damage is possible, we want to share the most common damage we see. Keep in mind that a guitar has to fall or be dropped for this kind of damage to occur. It cannot be caused by string tension or humidity issues.



Whiplash

A fracture in the neck starting at the nut and traveling toward the body on or near the edge of the fretboard.



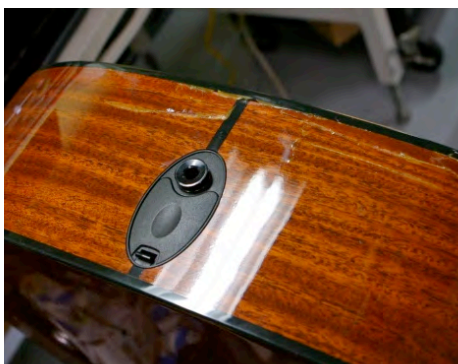
Fractured Headstock

A headstock broken off completely; a break in the peghead going against the grain of the wood (usually between the nut and E string tuners); or a U-shaped break on the back of the peghead that somewhat follows the shape of the truss rod cavity.



Cracked Heel

A crack in the heel of the neck.



Tail End Smash

Cracking on the tail end of the guitar. It can range from a small crack on the binding seam to multiple cracks through the wood that shatter the finish.



Pocket Blowout

Damage from the fretboard extension shifting in the pocket of the body. Finish and/or wood can be lifted or missing where the fretboard rests in the top of the body.



Top Compression

Buckling in the top caused by impact to the side of the guitar.