

Terms and Conditions

In this document, "you" and "your" refer to the customer of Piano Services by The Piano Gal Shop.

"The Piano Gal Shop", "the tuner" and "us" refer to the piano technician.

You may cancel or reschedule an existing appointment for any reason. If you are unable to keep your appointment, please make every attempt to cancel it at least 24 hours in advance. You can use the contact us form on this website or phone numbers available on the homepage, to cancel your appointment, or you can contact us by email or by phone. The Piano Gal Shop may cancel or reschedule any appointment for any reason, at any time.

Full payment is due at the end of your appointment unless you pay in advance or make other arrangements with us in advance. Businesses and institutions may be invoiced and pay within 30 days, if requested. You may pay with a credit card* (Visa, MasterCard), PayPal, check or cash. A fee of \$30 will be applied to your account if your check is returned by the bank plus bank fees charged to The Piano Gal Shop by its bank.

If the price of a service changes between the time that you arrange an appointment and the date that the service is rendered, you will be charged the lower of the two prices.

You authorize The Piano Gal Shop to perform work on your piano. You understand that The Piano Gal Shop's trained technician is to perform piano tuning, maintenance and repair work. You understand that, if a string in your piano is rusted or brittle, it may break as part of routine piano tuning, maintenance or repair. You also understand that the increased tension in the piano's structure that results from tightening the strings may exacerbate existing cracks, or cause new cracks, in the piano's plate or soundboard, if the piano is not strong enough to withstand a normal tuning. You release The Piano Gal Shop from liability for broken strings or cracks that result from normal piano tuning, maintenance or repair. You waive all claims against The Piano Gal Shop and the tuner for any damages to this piano that are incidental to the piano tuning, maintenance or repair work that is rendered, unless the damage is caused by negligence.

You certify that you are the owner of the piano. If you are not the owner of this piano, you assume all liability for any claim made as the result of the piano tuning, maintenance or repair work performed by The Piano Gal Shop.

You acknowledge the longer a piano goes untuned the harder it is to get it back into tune. If the strings sit for too long at the wrong pitch it can make the tone a little more unstable than it would have been. In some cases, pianos may require additional tuning in order for the strings to become stable. Also, strings can rust and get "stuck" at various friction points, increasing the possibility that they may break when stretched. Please refer to the FAQs.

Neglected pianos can develop sticky keys, or become the victims of insect or rodent infestations. We recommend a follow-up tuning after three to six months after the initial tuning, after that your piano should return to the minimum maintenance schedule.

This document is subject to change without notice.