

General Terms & Conditions

1. Applicability

These Terms & Conditions apply to all offers, quotations and agreements between Kikuchi Guitars Europe and its customers, unless explicitly agreed otherwise in writing.

2. Pricing

All prices are stated in Euros and include VAT unless stated otherwise. Shipping costs, local duties, taxes and other fees (if applicable) are charged separately, unless explicitly agreed.

3. Orders

Orders are binding once confirmed verbally or in writing. A distinction is made between showroom sales (concluded with personal presence) and distance sales. Showroom sales are final and are not subject to the statutory right of withdrawal. Distance sales to consumers are subject to a statutory withdrawal period of fourteen (14) days, in accordance with applicable law.

4. Payment

Invoices are payable within 14 days of the invoice date, unless agreed otherwise. Late payments may result in statutory interest and reasonable collection costs.

5. Ownership

Ownership of the goods transfers to the buyer upon full payment.

6. Delivery

Delivery times are indicative. Delays do not entitle the customer to compensation unless mandatory law provides otherwise.

5. Liability

The risk of loss or damage transfers upon shipping, unless agreed otherwise. Liability is limited to direct damages and shall never exceed the invoice value of the product concerned. This limitation does not apply in cases of intent, gross negligence, or where liability cannot be excluded under applicable law.

6. Applicable law

These Terms & Conditions are governed by Dutch law. Any disputes shall be submitted to the competent court in the Netherlands, unless mandatory consumer law provides otherwise.

Warranty & Consumer Rights

Statutory Consumer Rights

Consumers are entitled to statutory protection under EU consumer law. Products must conform to the contract and meet reasonable expectations of quality and performance.

In the event of non-conformity existing at the time of delivery, consumers are entitled to repair or replacement free of charge. Where this is not possible, a price reduction or termination of the contract may apply.

Manufacturer's Warranty

In addition to statutory rights, each instrument is covered by a one year, limited manufacturer's warranty against defects in materials and workmanship under normal use.

The warranty does not cover normal wear and tear, improper use, unauthorized modifications, or damage caused by humidity, temperature or environmental conditions.



Service & Care

Kikuchi instruments are crafted with great care and make use of natural materials such as wood. Natural materials may respond to environmental factors including temperature, light, and humidity.

Kikuchi Guitars Europe offers personal support and advice on setup, maintenance, and climate control to help ensure the long-term performance of each instrument. Proper care and storage remain the responsibility of the owner.

Demo instruments may show minor signs of use and are sold accordingly.

Privacy & Data Protection (GDPR)

Kikuchi Guitars Europe processes personal data solely for the purpose of order processing, invoicing, delivery and customer communication.

Personal data is handled in accordance with the General Data Protection Regulation (GDPR) and is not shared with third parties unless required for fulfillment of the agreement or by law.

Customers have the right to access, correct or request deletion of their personal data in accordance with applicable law.