



# Customer Information Form

***\*Please do not purchase that expensive insurance at your local shipping center.  
As a little extra "peace of mind" for you the customer, our insurance policy  
covers your instrument during transit.***

Name: \_\_\_\_\_

Return Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Home #: \_\_\_\_\_ Cell #: \_\_\_\_\_

E-mail: \_\_\_\_\_

May we add you to our Email mailing list? Yes or No

Would you like to receive text updates about your repair? Yes or No

Will you require a signature at time of delivery? Yes or No

Describe any specific issues that are concerning you with your instrument:

**Please visit our website for valuable educational information and to connect with us via social media.**

[www.onksws.com](http://www.onksws.com)

\* For Onks Woodwind Specialists' insurance to cover your instrument during shipping, you must have your original sales invoice or a current appraisal for your instrument

*For your convenience, print, cut and tape  
our address to your box!*

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Ship to:

Onks Woodwind Specialists

621 Fitzhugh Blvd. Ste. 100

Smyrna, TN 37167

615-223-9015

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# Shipping Instructions

By: Jason Onks  
Onks Woodwind Specialists  
615-223-9015

Shipping your oboe or clarinet can be a scary concept, especially when the value of the instrument could reach \$10,000.00. With a little care during the packing phase, coupled with the tracking technology during transit, shipping in today's world is very reliable. Below are a few tips and ideas to help you have a positive shipping experience.

- Packing begins on the inside of the case. If the joints of your instrument are loose inside the case you can add paper towels or tissue paper to the ends of the joints which will prevent sliding back and forth. You can also add a couple layers of paper towels on top of the joints to remove any space between the instrument and the lid.
- Once the instrument is snug on the inside of the case, I usually wrap one layer of bubble wrap around the outside of the case and tape it together. I do not do this step for extra cushion, but for security. In a worst case scenario if the box was broken open during transit, this step would keep the instrument case from flying open and your instrument from spilling out.
- **Box size DOES matter!** Bigger box and lots of peanuts=more security, FALSE! If you use a really large box with lots of peanuts, your instrument case will move around more than you think, peanuts compress. I recommend a box that gives you a couple inches of space for packing all around the instrument case.
- **Packing Material.** There are lots of different packing materials. The most readily available are bubble wrap, styrofoam peanuts, and your favorite hometown newspaper. I don't care which one you use, but whichever one you choose make sure all voids are filled. If you use styrofoam peanuts, pre-compress by pressing down on them and use more than you think. When you close the lid on the box, you should be able to shake the box and feel nothing moving on the inside.
- **Tape.** Tape ALL box seams! If you are reusing a box, always re-tape the bottom to be extra secure.
- **Which carrier to choose?** Usually Fedex and UPS Ground service is sufficient if you are within a 2 day delivery window. If you are shipping all the way across the country, USPS Priority Registered Mail is an acceptable choice. Next Day and Two Day Air with Fedex and UPS are options as well, but you will pay handsomely for that service. Whichever carrier and method you choose, you always want to be able to track your instrument.
- **Insurance.** If you are shipping to Onks Woodwind Specialists, you do not need to purchase extra shipping insurance. Our business policy covers any instruments that are being shipped to/from us. You will need an appraisal or sales receipt to show a general value of your instrument if your instrument were to be lost during shipping.

**Onks Woodwind Specialists 621 Fitzhugh Blvd., Suite 100 Smyrna, TN 37167**