



Gouger Customer Information Form

Name: _____

Return Address: _____

Email: _____

Phone: _____

What diameter of cane do you normally use? 10-10.5 10.5-11

What would you like the center thickness of your gouge to be? (circle one) 58 59 60 other

Return ship via HAL: (Hold at Location, No signature required) Yes No

If this option is selected, we will ship your instrument to the nearest suggest location. Please let us know if you prefer a specific location.

If shipping directly to your return address, will you require a signature? Yes No

Is it okay to receive text messages from us regarding your gouger? Yes No

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

Describe any specific issues that are concerning you with your gouger below:



Shipping Recommendations

Onks Woodwind Specialists

615-223-9015

onksws.com

- 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?** We recommend FedEx and UPS Ground service. Most of the country can ship to Onks Woodwind in a 2-3 day window, which we feel is safe and sufficient. Next Day, Two Day and Three Day services are also available for those further away or on a time crunch. Whichever carrier and method you choose, you always want to be able to track your instrument.
- **Return shipping from Onks.** We are happy to return ship to your residence or business. We have noticed that shipping to commercial addresses has been the most secure and timely, especially with regards to FedEx and UPS. If you do not have a commercial address that you can use, we are recommending HAL. This refers to "Hold At Location." We can ship your instrument(s) to a FedEx Office or UPS Store location closest to your residence. We feel this is more secure than shipping to a residence as it will be held securely inside a climate controlled building and you will have to show an ID at pickup to confirm you are the recipient. If you would like to take advantage of this return shipping option, check the HAL box on our customer information form.
- **Insurance.** Shipping insurance is highly recommended. We recommend having your instruments insured via your own homeowners or other musical instrument insurance company. Your insurance policy should also cover your instrument during transit. Onks Woodwind Specialist's insurance policy will cover your instrument for the return shipment after repairs have been completed. Check out our article called ["How to insure your instrument"](#) on our website.

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



Return:

Ship to:

Onks Woodwind Specialists
621 Fitzhugh Blvd. Ste. 100
Smyrna, TN 37167
615-223-9015

