# New Guitar Problem Record

Page 1: setup or fault, and the evidence to gather before you contact the store.

## 1. Setup issue or fault? A quick guide (ACCC guidance checked 20 November 2026)

| Problem on a new guitar | Usually | What to ask the store |
|---|---|---|
| Fret buzz or high action, no setup yet | Setup issue | Whether they offer a setup; or book a tech |
| Tuning trouble with new strings | Setup issue | A setup and string stretch check |
| Buzz that a proper setup did not fix | Minor fault | A free repair (fret level or adjustment) |
| Sharp fret ends on arrival | Minor fault | A free fret end dress |
| Lifting fret | Minor fault | A free repair |
| Dead or crackling jack, pot or pickup | Minor fault | A free repair |
| Finish crack or chip on arrival | Minor, or major if serious | Repair, or refund or replacement if major |
| Neck twist the truss rod cannot fix | Possibly major | Your choice of refund or replacement |
| Crack in the top, neck joint or headstock | Possibly major | Your choice of refund or replacement |
| Not as described (model, specs, solid top) | Possibly major | Your choice of refund or replacement |
| Several problems, or a fix that failed | Can become major | Your choice of refund or replacement |
| Changed your mind | Not covered | Ask about the store's change of mind policy |

Not covered by consumer guarantees: most private sales (Marketplace, Gumtree, garage sales), traditional auctions, damage from a drop or misuse, and problems the store told you about before you bought. The store can assess the guitar before it offers a remedy.

## 2. Evidence checklist

| Gather this | Tick | Gather this | Tick |
|---|---|---|---|
| Receipt, bank statement or order email | | Serial number (headstock or neck plate) | |
| Clear photos of the problem, with a ruler or coin for scale | | Short video of the buzz, crackle or tuning drift | |
| Photos of the box and label if it arrived damaged | | Date you first noticed the problem | |
| Any setup or tech notes, with dates | | The ad, listing or spec sheet if it is not as described | |

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Page 2: keep a log of every contact, and send a polite letter.

## 3. Contact log

| Date | Who you spoke to | How (in store, phone, email) | What they said | Next step |
|---|---|---|---|---|
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## 4. Letter or email to the store (fill in and keep a copy)

Dear _____ team,

I bought a _____ (serial _____) from you on _____, receipt or order number _____.

The guitar has _____. I first noticed it on _____.

I believe this means the guitar is not of acceptable quality under the consumer guarantees in the Australian Consumer Law. I would like to ask for _____ (a free repair, or a refund or replacement for a major problem). I have attached photos and my proof of purchase, and I am happy to bring the guitar in so you can assess it.

Could you please reply within 7 days to let me know the next step?

Kind regards, _____

## 5. If you cannot sort it out with the store

Contact your state or territory consumer protection agency. In the Northern Territory that is NT Consumer Affairs (1800 019 319). The ACCC (1300 302 502) gives information about your rights. General information, not legal advice.