



RMA PACKING INSTRUCTIONS

Step 1) Place bag on a firm surface and ensure that Velcro straps are in place



Step 2) Unscrew thumb bolt strap to relieve string tension and carefully place the body in the bag. NOTE: You DO NOT need to 'de-tune' the strings for shipping or travel. Place Velcro straps over the top of the body. Ensure that the neck rest is in the proper location.



Step 3) Carefully pinch the strings in one hand. While carefully lowering the neck, tuck the strings gently inside the sound hole as much as possible.





Step 4) Gently place but firmly secure the neck into the neck cushion. With neck brace securely in place and strings tucked into the sound hole, use the smaller Velcro strap to secure the body in place.



Step 5) Ensure that the guitar is snug and that there no additional parts or papers inside the main backpack compartment.

Step 6) Place any additional parts or materials inside the external bag pouches and/or pockets.



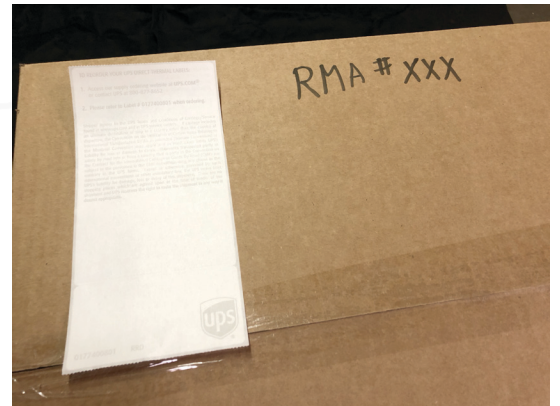
Step 7) Use any appropriately sized box (approximately 24 x 18 x 12 inches) and add padding for the bottom. (Large bubble wrap recommended - PLEASE DO NOT USE PACKING PEANUTS). Place the guitar in the box, and add any additional support to ensure that the guitar does not move around in the box during shipping. If the guitar is not properly secured, it could move and sustain damage not covered by the Voyage Air Warranty. After checking to make sure that the backpack fits snugly in the box, add an additional layer of protection over the top of the guitar as boxes are sometimes stacked during transport.





Step 8) Seal the box strongly with packing or shipping tape.

Step 9) Clearly and concisely write RMA # (if shipping to Voyage Air for repairs and upgrades) and firmly attach any shipping labels.



NOTE: Failure to follow the above procedure may lead to damage not covered by warranty. If a guitar is damaged by the shipper, Voyage Air agrees to help the customer through the freight claim process.

Have questions or need assistance, please contact us!

support@voyageairguitar.info

