

# Wind River® Chimes

PO BOX 823 MANASSAS PARK VA 20113

703-361-9590 888-978-0001

www.windriverchimes.com Repairs@windriverchimes.com

## Repair Request

If you have a windchime that was manufactured by Wind River that needs repair, please completely fill out the form below and send it in with your chime for both warrantied and non-warrantied items. Please note that for warrantied items we do ask for a copy of your sales receipt. If you do not have the sales receipt please put an estimated age in the "Date of Purchase" blank and we will evaluate your chime on an individual basis to assess its warranty status.

Occasionally, but rarely, at our discretion, we may choose to replace a chime rather than repair it. We do understand that some chimes have sentimental value, so please remember to mark the section as to whether or not a replacement would be acceptable to you. We do not want to accidentally discard a very important chime.

**Please note that we do not repair windchimes that we did not manufacture.** If you are unsure as to whether or not we are the manufacturer of your windchime, you may send in pictures to our main email address (service@windriverchimes.com) and we will try and help identify your windchime. Please contact customer service at (888) 978-0001 if you have specific questions about cost, timeliness, etc., and any one of our representatives would be more than happy to help you!

### Wind River's Warranty Program:

Each of our chimes has enclosed in the box a warranty card with information about the warranty. The warranty covers all parts in regards to errors in workmanship and materials, such as a sharp spot on a tube that causes a string to wear through. Currently, this warranty information applies to the following brands:

#### 5 Years:

Arabesque  
Corinthian Bells  
Gentle Spirits\*  
Bells of Vienna\*  
Kromatix\*\*

\*Brand Discontinued 12/31/2020

#### 3 Years:

Shenandoah Melodies  
For the Girls

#### 2 Years:

Arias  
Festival  
In Loving Memory  
Lakeshore Melodies\*

\*\*Brand Discontinued 12/31/2017

### What Is Not Covered?

The warranty does *not* cover normal wear and tear or loss of parts or any alterations from the original product. Aesthetic damage to the tubes or wind sail from repeatedly banging together or hitting another object does not affect the sound of the chime and is not covered by the warranty. This is normal wear and tear over either a very long time or excessive repeated contact with some object. Under normal use, the tubes of the chime should not hit together. Chimes should be hung where they do not make contact with anything and should be taken down during extreme weather events.

### Non-warranty Restringing Program:

If your Wind River chime is not covered under our warranty program we may still be able to repair it for you. For non-warranty repairs, the customary repair fee is \$30 + sales tax and return shipping. Additional charges will apply if replacement parts are required, whether it is by choice for aesthetics or necessity because of loss or damage. Prices for replacement parts vary by size and line. Upon receipt, we will evaluate your chime and contact you with a quote for the repairs and shipping. **Please do not send payment in advance.**

### Send repairs to:

Wind River Chimes  
Attn: Repairs  
9204 Vassau Ct., Ste. G  
Manassas Park, VA 20111

### Customer information:

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

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

\_\_\_\_\_

City: \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_

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

Phone: \_\_\_\_\_

Item to be repaired: \_\_\_\_\_

Date of Purchase \_\_\_\_\_

Type of damage and how it occurred (if known)  
\_\_\_\_\_  
\_\_\_\_\_

Is a replacement acceptable? \_\_\_\_\_