

RETURNS

For online purchases, your rights to return goods are protected under the Distance Selling Directive.

If you are not completely satisfied with your online purchase, simply return it by an insured delivery method with all packaging intact and it in its original condition within 14 days, and we'll gladly exchange it, offer you a different product of equal value, or give you a full refund (please note that second-hand equipment is not covered by this policy).

If you are returning goods because they have been damaged in transit you must inform us within 2 working days. This is so that we can make a prompt claim against the delivery company and correct the problem as swiftly as possible.

Before returning any equipment, you must contact us by email for a Returns Number. Items returned without a valid returns number may be rejected. Refunds are made within 30 days. Please note that we can arrange the collection and return of goods in this instance but these additional costs must be paid for by the customer. Please note if you're returning a product it needs to be sent in its original packaging or a suitable alternative, as any damage in transit caused by unsuitable or no packaging will result in the return being rejected or a restocking fee based on the severity of the damage and value of the item.

Certain products cannot be returned for Health and Safety reasons. Items such as microphones, headphones, earplugs, harmonicas, and brass and woodwind mouthpieces. If you have purchased any of these products and believe it to be faulty then please contact us by email to assist you.