

FREE DELIVERY FOR ONLINE ORDERS

Delivery to UK mainland addresses* is FREE on orders on all our guitars sold currently on the website.

Delivery to Northern Ireland, the Scottish Highlands & Islands, Isle of Man, Isle of Wight and the Channel Islands is weight dependant and will be indicated at the checkout

WHEN WILL IT ARRIVE?

In most circumstances in-stock items will be sent within 7 days and delivered within a further 5-10 working days to ANY UK location.

Where applicable, delivery times for items that are available on pre-order/back-order will be indicated on the basket page

Where possible, we will part dispatch orders which contain a combination of in-stock and pre-order/back-order items

CAN I TRACK MY ORDER

Yes, the status of your order can be tracked at any time online.

CAN YOU DELIVER TO AN ALTERNATIVE ADDRESS

Yes, we can deliver to an alternative delivery address, providing that the order is not paid for using our finance options. Finance orders must be delivered to the billing address as part of fraud prevention.

WHICH COURIERS DO YOU USE?

Most parcels are delivered via DHL. A condition of purchase is that you agree that proof of delivery supplied by our delivery company is sufficient evidence to establish that goods have been received.

WHAT IF I AM NOT IN WHEN YOU DELIVER?

If you are not in when our courier arrives, they will leave a card for you with details of your order and a phone number to arrange an alternative delivery date. Alternatively, you can pick up at your local collection point (detailed on the card).

OVERSEAS DELIVERY

If you live outside the UK please contact us prior to placing your order. We can then provide you with an accurate quotation for carriage.

All orders are fully insured against loss or damage whilst in transit, any damage must be reported within 48 hours of receiving your order. All electrical products purchased

from PLUCK ENTERPRISES LTD will be designed to work on UK voltage and, where appropriate, will come with a 3 pin, UK style mains lead.

Please note that, whilst we offer a 12-month warranty on all goods shipped to the EU, we do not cover the cost of returning faulty or damaged goods. If you need to return a product, please contact us in advance of returning an item.

**Excludes Scottish Highlands & Islands.*

We reserve the right to amend or withdraw our free delivery offer without prior notification.