

Returning Goods for a Rental Exchange

Some of our buyback and rental packages have the option to “swap” instruments over.

It is your responsibility to send the instrument back to us in a good working condition. Please follow the instructions below. In return, we will send your new instrument to you via our courier, City Link

How To Return Your Instrument

1. Print off a copy of the Goods Return Sheet:

- Please complete this form, giving as much detail as possible as to why the goods are being returned (including the instrument you wish to “swap” to)
- Give details of a suitable location for the new instrument to be returned to. Our couriers (City-Link) deliver between **9am and 5pm, Monday to Friday**, so you will need to specify a location where there will be someone present during these hours. We can deliver to places of work, schools or home addresses.

2. Carefully package your instrument:

- Place some crumpled up newspaper inside the instrument case
- Place the case in a cardboard box and fill out with crumpled up newspaper
- Securely tape up the box, put inside a bin liner and tape this up
- For mini Clarinet tubes, roll up the instrument in some newspaper, place inside the tube and tape up the join. Then place the tube in a bin back and tape.

3. Address the package to:

Normans Musical Instruments
Third Avenue
Centrum 100
Burton Upon Trent
Staffordshire
DE14 2WD

4. Take the instrument to the post office:

- Send by Standard Parcel Post
- Ask for a Certificate of Postage (free of charge) as proof that you have sent the instrument
- Do NOT pay for extra insurance- this is covered as part of your package (if you are within the first 18 months)
- This should cost you between £5.00 and £10 dependant on package and instrument size

We endeavour to return your new instrument to you within 48 hours of receipt of the original instrument.

Additional Information

If you require any additional information on this procedure please contact our Customer Support Team:

Telephone: 0845 688 0422

E-Mail: support@normans.co.uk