

Returning Instrument on the Rental / Buyback Package

On some of our Rental and Buyback packages, you are entitled to return the instrument within the first 6 months of purchase. To check how long you have had your instrument, please call us on 0845 688 0422.

Upon receipt of your instrument (in good condition) you will be entitled to:

Buyback Package: An 80% refund of the original purchase price paid (sent by cheque at the end of the month your instrument is returned)

Rental Package: Cancel your standing order and make no further payments

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 to be returned

2. Carefully package up your instrument:

- Place some scrunched up newspaper inside the instrument case.
- Place the case in a cardboard box and fill out with scrunched up newspaper.
- Securely tape up the box and put inside a bin liner and tape up.
- For "Mini" C Clarinets (in tubes) roll the instrument in a newspaper inside the tube and tape up the join.

3. Address the Package to:

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

4. Take the Parcel to the Post office:

- Send by Standard Parcel Post.
- Ask for a certificate of postage (in case the package gets lost).
- Do not pay extra for Insurance – we cover this (as part of your package).
- This should only cost you between £5.00 and £10.00 (package/instrument dependant)

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