

Warranty Repair Returns

If your instrument develops a fault covered under the manufacturers warranty you should contact us with your original purchase information.

You can contact our Customer Support Team on:

Tel: 0845 688 0422

E-mail: support@normans.co.uk

Please note that you (or a repairer) should not attempt any rectification work on the fault otherwise your warranty could be invalidated.

The Warranty Claims Procedure

Once you have contacted us with your fault, we will liaise with the appropriate manufacturer to rectify matters as quickly and smoothly as possible.

It is usually the case that the manufacturer will need to see the product before they will authorise the repair or replacement, although digital photographs may suffice in certain circumstances.

Within the first 6 months of owning the instrument, we will arrange our courier (City-Link) to pick up the instrument. After that, it is your responsibility to return the goods to us.

We will then return your instrument to the manufacturers and liaise with them to resolve the problem as quickly as possible. Due to the logistics involved there is usually a time delay before we are able to return your repaired or replacement instrument, but we endeavour to keep this to a minimum. Once the manufacturer has returned your instrument to us, we will contact you to arrange a convenient delivery date.

Some minor problems can be rectified in-house, greatly reducing the time you are without your instrument.

Returning Goods to Normans Under Warranty

Please note it is imperative that you package your instrument adequately as we will not accept liability for additional damage caused in transit due to poor packaging. Our courier may also refuse badly packaged goods. We will attempt collection once at our expense but if this fails due to bad packaging, customers not being in or any other problem beyond our control, you will be charged for any subsequent collection attempts. Alternatively, it would be your responsibility to return the goods to us in a satisfactory condition.

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.

2. Carefully package up 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 and put inside a bin liner and tape up.

3. Call Normans to arrange collection:

- Once you have informed us that the goods are ready for collection, we can find a suitable day, time and place for the collection of the goods. This could be anytime between Monday to Friday, 9am until 5.30pm

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