

# Normans

## **Returns Procedure**

### **Returning Instruments on the Rental and Buy-Back Packages.**

If you have an instrument on either our Rental or Buy-Back package you are able to return it to us within **six months** of purchase.

If you are in doubt whether you are still within your six months return period please call our accounts office on **01283 743510** for clarification.

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

**Buy-Back Package:** An 80% refund of the original purchase price paid (sent by cheque at the end of the month you returned your instrument).

**Rental Package:** Stop your standing order and make no more payments.

## **How to Return Your Instrument**

You are responsible for sending your instrument back to us in good condition. Please follow the following step-by-step directions:

### **1. Place within the instrument case a letter clearly stating:**

- Your Name and address
- Your child's name and school
- That you are returning the instrument on a Buy-Back / Rental Package.

### **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  
Third Avenue  
Centrum 100  
Burton on Trent  
DE14 2WD

### **4. Take the Parcel to the Post office:**

- Send by Standard Parcel Post.
- Ask for a Certificate of postage (free of charge) - in case the package gets lost.
- Do not pay extra for Insurance – we cover this (as part of your package).
- This should 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 accounts office:

Telephone: 01283 743510

E-Mail: [accounts@normans.co.uk](mailto:accounts@normans.co.uk)