

Musicland Returns Policy

- **For goods incorrectly supplied or delivered defective**
(valid for 7 working days from receipt of goods)
 - **For unwanted goods**
(valid for 7 working days from receipt of goods)
 - **For faulty goods under warranty**
(validity depends upon goods in question, please verify first)
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For goods incorrectly supplied or delivered defective: (valid for 7 working days from receipt of goods)

Either telephone us on 01702 608870, or [email returns](#) - in order to obtain a returns authorisation number. Complete in full the back of your shipping note. Return the goods and shipping note back to:

Returns Department
Musicland (UK) Limited
98 Hamlet Court Road
Westcliff-on-Sea
Essex
SS0 7LP

For goods under 1kg; use recorded postal delivery
For goods 1kg+; use a courier service such as Parcelforce (Tel: 08708-50-11-50 / www.parcelforce.com)

Postage charges for faulty or incorrect items will be refunded at a maximum of £2.00 for recorded postal deliveries and £10 for courier. Items of 30kg+ will be collected by Musicland

Once received back, faulty goods will be replaced with new or refunded at the customers discretion. Musicland will aim to complete this within 30 days, stock permitting.

For unwanted goods: (valid for 7 working days from receipt of goods)

Either telephone us on 01702 608870, or [email returns](#) - in order to obtain a returns authorisation number. Complete in full the back of your shipping note. Return the goods and shipping note back to:

Returns Department
Musicland (UK) Limited
98 Hamlet Court Road
Westcliff-on-Sea
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For goods under 1kg; use recorded postal delivery
For goods 1kg+; use courier service such as Parcelforce (Tel: 08708-50-11-50 / www.parcelforce.com)

All return postal and courier charges are the responsibility of the customer. Once received back, Musicland will refund the amount of the goods, minus any re-stocking fee within 30 days. The re-stocking fee amount is at the discretion of Musicland, up to a maximum of 25%. Musicland reserves the right to refuse returns if the following conditions are not met:

- The goods are in their complete original saleable condition
- All packaging and related material is included
- The goods have been adequately packaged for return
- The items returned do not fall into one of the following categories:
 - All software and data supplied on CD or floppy disk
 - Batteries & Microphones
 - Harmonicas, wind or brass instruments and related accessories: mouthpieces, recorders, reeds, or any other items which may carry a health risk if resold.
 - Percussion instruments and accessories
 - Strings which have been unsealed and used.

Should the return be refused by Musicland, the goods in question will be charged and returned back to the customer at the following rates:

For goods under 1kg - £2.00
For goods 1kg+ to UK mainland - £10.00
For goods 1kg+ to non mainland UK - £30.00

**For faulty goods under warranty:
(validity depends upon goods in question, please verify first)**

Either telephone us on 01702 608870, or [email returns](#) - in order to obtain a returns authorisation number. Complete in full the back of your shipping note. Return the goods and shipping note back to:

Returns Department
Musicland
Unit E4
Eagle Court
Preston Farm Business Park
Stockton-On-Tees
TS18 3TB

For goods under 1kg; use recorded postal delivery
For goods 1kg+; use courier service such as Parcelforce (Tel: 08708-50-11-50 / www.parcelforce.com)

All return postal and courier charges are the responsibility of the customer. Once received back, Musicland will repair or replace the goods at their discretion. Faulty items will be returned back to the customer free of charge, non-faulty items will be charged and returned to the customer at the following rates:

For goods under 1kg - £2.00
For goods 1kg+ to UK mainland - £10.00
For goods 1kg+ to non mainland UK - £30.00

Musicland will aim to complete all repairs and replacements within 30 days, stock permitting.