

Thank you for shopping at **musicroom.com**

At **musicroom.com**, we want you to be pleased with your purchase every time you shop with us. On occasion, we know you may want to return items, so we have included our returns and cancellation policy

Returning an item:

To return an item, please contact our team by email at info@musicroom.com or by telephone quoting your musicroom.com order number. You will then be provided with a returns number.

Please write your returns number and the reason for the return in the space provided at the end of this form. When sending back your order, please enclose this form, wrap the package securely and mail to the address below. In the case of a defective product, please provide a full description of the fault and return the defective item in its original box (if any), with all warranty cards, licenses, manuals and accessories. For your protection we recommend that you use a recorded delivery service. Alternatively, you can return an item at any of our stores. To find your nearest store visit www.musicroom.com/stores. This returns policy does not affect your statutory rights.

Musicroom.com
Returns Department
Returns Number
XXXXXXXX
Newmarket Road
Bury St Edmunds
Suffolk IP33 3YB
United Kingdom

Tel: +44 (0)1284 725725
(Lines open 09.00 -17.00 UK time)
Email: info@musicroom.com

Returns Number _____
Reason for Return _____

Order Number _____
Customer Name _____
Postcode _____

For Books and Sheet Music:

If for any reason you are displeased with your purchase, you may return it to us in its original condition, within 30 days, and we will send you a full refund for the price you paid for the item.

For all other items:

We accept the return of all other items only if they are unopened and in their original condition. If you return goods, as detailed below, within 30 days, we will send you a full refund for the price you paid for the item.

Defective items:

You can always return items if they are defective. Please note: we only accept returns of items that have been opened if they are defective. Please see "Returning an item" below for details of how to return defective items to us.

Delivery charges for defective items:

If you are returning an item because of an error on our part or because it is defective, we will refund the delivery charges incurred in sending the item to you and your costs in returning it to us. Otherwise you will be responsible for those charges

Contract Cancellation:

Under the United Kingdom's Consumer Protection (Distance Selling) Regulations 2000, you have the right to cancel the contract for the purchase of any item within seven working days of delivery. This applies to all our printed products. However, we regret that we cannot accept cancellations of contracts for the purchase of DVD and software products where the item has been unsealed or in respect of digitally downloaded items.

To cancel this contract, please fill out the form below with the reason for the return as "Contract Cancellation" and send it to us within 7 working days of delivery. You should then return the relevant item within a reasonable time quoting your name and the musicroom.com order number which appears on the delivery slip. Please package the relevant item securely and send it to us at the Returns Department address.

For your protection we recommend that you use a recorded delivery service. Please note that you will be responsible for the costs of returning the items to us un-less we delivered the item to you in error or the item is defective.

If we do not receive the item back from you within a reasonable time, we may arrange for collection of the item from your residence at your cost.

As soon as we receive notice of your cancellation of this order, we will refund within 30 days of cancellation the purchase price for that item less, if relevant, any part of the costs of returning the items to us not paid by you or the cost of collection incurred by us.

musicroom
Everything for the Musician