

Return Packaging Guidelines

When returning goods to 1Note2Notes, it is vital that they are packaged properly to avoid any damage on their in transit to us. Whether you are sending, or we are collecting, it is your responsibility to ensure that reasonable measures are taken to avoid potential transit damage.

We have put together this short guide to assist you, but for further help regarding the return of your item, please contact our support team via phone: 0208 521 0261 or email: info@1note2notes.co.uk

How to Pack Your Parcel

Ideally goods should be returned in the original packaging used by our warehouse team, as long as it is still intact.

Where it is not possible to use the original packaging, please ensure that the goods are sufficiently packaged and cushioned to protect against any reasonable shocks, puncturing, scratching or damage that may occur during carriage, handling and sorting. Here are a few tips:

1. Boxing your items

All items should be placed within an outer box, if you do not have a large enough box, please cut/tape smaller boxes together to ensure the entire item is covered in cardboard. Multiple items inside a box should not be touching in order to prevent potential damage caused by movement in transit.

2. Fragile Items

Fragile items need extra protection such as bubble wrap, newspaper, and shredded cardboard or polystyrene chips. This can often be recycled from other parcels you receive and ensures reduced movement of packaged items. Particular care should be taken with delicate/fragile instruments such as Guitars.

3. Sealing the Parcel

Open edges of the parcel should be sealed, top and bottom, plastic or reinforced carton tape is preferable to ordinary household tape if available.

4. Labelling the Parcel

Make sure that our address and your senders address are marked clearly on the outer packaging. Don't forget to include your completed 1Note2Notes Product Return Sheet.

RETURNS DEPARTMENT

1Note2Notes Music Academy

2B Greenleaf Road

Walthamstow

London

E17 6QQ

If we have agreed to collect the goods from you, then our chosen carrier may refuse to collect the item if it is not sufficiently packaged.

In the event that 1Note2Notes Music Academy reasonably considers that the goods are damaged during carriage, handling and/or sorting due to insufficient or improper protective packaging by you, then 1Note2Notes shall not be liable for any loss and/or damage to those goods and shall be entitled to reject any goods that do not meet the guidelines laid out above. If we have cause to reject any goods, then we reserve the right to either return those goods to you or reduce the value of any refund due to cover the cost of damage. All parcels are photographed upon receipt by our returns department and you will be notified of any packaging issue/concerns highlighted prior to the opening/inspection of your goods.