

RETURNS POLICY

If you need to return goods to us for any reason we try and make the process as easy as possible. Please contact us with the return code shown below on each sub category.

Goods received but No Longer Required (CODE – RT1)

We offer a 30 day return period for any items ordered that are no longer required or have been ordered in error. Please complete our online returns form to notify us of your intention to return within 30 Days from receipt of your goods (not the invoice date). The goods must be in an as new condition and returned with the original packaging.

Once you have completed the online form a member of our support team will contact you (usually within 24 hours) to provide full details of what happens next.

Please note the following exclusions, these items cannot be returned under our returns policy;

- Special order/Bespoke items that have been ordered in specifically for you or modified to your personal requirements. I.e. Items we do not normally carry in stock.
- Opened/Used mouthpieces or reeds.
- Items purchased in store or via Websites/Marketplaces other than 1Note2Notes.co.uk

We will not be responsible for any damage incurred to the goods on their way back to us, **please ensure all items are packaged appropriately.**

A re-stocking fee may be applied when goods are not returned back to us in their original, unused condition. Any original delivery charges will not be refunded.

Goods Damaged in Transit (CODE – RT2)

We ask that all goods are inspected fully on receipt to check for any potential transit damage. Our warehouse team will ensure that your order is packaged securely and appropriately but occasionally we do encounter damage caused by our delivery partners.

In the unlikely event that you receive a damaged item please report it to us using our online returns form. A member of our support team will then contact you (Usually within 24 Hours) to provide full details of what will happen next.

Please note that any goods that are reported transit damaged after the initial 48 hour period may need to be returned to us for assessment before a replacement is offered.

Faulty Goods/Claims under Warranty (CODE – RT3)

If you believe your instrument to have a fault/manufacturer defect, please report it to us using our online Returns Form. A member of our support team will then contact you (Usually within 24 Hours) to provide full details of what occurs next. Rest assured that our team will endeavour to resolve your issue with the least possible inconvenience.

You have 30 day to exercise your right to return any faulty or damaged goods at no cost.

If you are local to our academy and wish to bring the faulty item in personally then please contact a member of our support team before visiting. Depending on the nature of the problem, they may be able to arrange to have it replaced whilst you wait. Our sales team are unable to process returns/exchanges without prior authorisation from our Returns Department. Therefore, if you visit without having contacted them you may have to leave the faulty item in store and wait for a member of the support team to contact you. The Majority of problems can be sorted quickly/easily providing you notify support of your intention to visit and nature of the issue in advance.

Packaging Your Return

For information on how to package the item correctly that you are returning, please find the link on the returns page with our packaging procedures to keep the item safe in transit.