

MUSIC STORE

professional Return Form

Personal Data

Customer Number

Invoice Number

Item number(s) with serial number (if applicable)

Surname, first name

Telephone/Fax

eMail

Reason for return

☐ Revocation (14 days) / 30-days-return guarantee

☐ Dissatisfied

☐ False order

☐ False delivery

☐ Double shipment

☐ Warranty repair

☐ Unit Faulty

☐ Replacement by new unit (within the 30-days-return period)

☐ Other

Terms of return

☐ Credit to Music Store Customer account

☐ Exchange

Please note here the item(s) you wish to exchange:

quantity Item number

quantity Item number

quantity Item number

☐ Refund (for consumers within the 14-days-right of revocation / 30-days-return guarantee of the Distant Selling Act)

For payment in advance, paid by Cash / C.O.D., iDEAL please indicate bank details:

IBAN:

BIC:

Bank:

Name of bank account holder (if different)

Your message (describe the defect / problem / issue / etc):

Contents and condition of return (To be completed by MUSIC STORE)

Estimated degree of utilization (only in case of return and exchange)

low 1...2...3...4...5 high

☐ ☐ ☐ ☐ ☐

☐ New condition / unopened

☐ Original packing available

Important Information: Returning Goods & Transport Damage

Dear Valued Customer,

thank you for your order. All packages are properly packed and inspected to ensure that all of the items in your order are delivered in perfect working condition. We want you to be completely satisfied with your purchase. However, should you have any complaints about damaged packaging or goods, please take a few moments to read the following information to ensure that the return process is satisfactory for you and us.

- Please contact us before sending any products back. You can contact your seller (invoice, top right) or

Tel.: +49 221 8884 -1610 • Fax: +49 221 8884 -2800

email: export@musicstore.de

Return packaging and value deduction:

- Please keep the original packaging (including outer package and filling) within the 30-day return period. We reserve the right to reduce the amount credited for returned goods in case the original packing is missing.
- We recommend storing the original packaging even beyond the 30-day return period. It makes return transport safer. In addition, in some case, only products in their original packaging may be exchanged.
- Unwanted products must be returned in perfect working condition. Torn or missing wrapping, damaged original packaging, traces of dirt or scratches on the device or instrument and missing Styrofoam pieces in manufacture packaging will result in a deduction of credit.
- Do not apply stickers of any kind or write on the box.
- Sensitive products (electronical units and instruments) must be sent back with an outer packaging and sufficient filling on all sides. Only goods that are packed correctly are insured against transport damage.
- Products damaged due to incorrect packing or disregard of the instructions given above will, unfortunately, force us to charge a value reduction fee or (Music Store - 30 Days Money Back Guarantee only) to refuse retraction and return the merchandise to the customer.

Last but not least:

- Please include a copy of the invoice with the completed return form
- Please observe our terms and conditions

Please send the shipment to the following address only:

MUSIC STORE professional | Reklamation | Istanbulstr. 22-26 | 51103 Köln | Germany

Please contact us within 24 hours of receiving the products if they are damaged.

Transport damage is to be reported immediately to the carriers (Hamann, UPS....)

Thank you for your purchase and we hope you enjoy your new instrument.

Your MUSIC STORE-Team