

- ITEMS DAMAGED IN TRANSIT MUST BE REPORTED WITHING 24HRS OF DELIVERY -

GAK Returns Packaging Guidelines

If you are thinking about returning an item to GAK please read the below instructions before doing so. Not all customers wishing to return an item are required to contact Customer Services but if you do have any questions about returning an item please use the contact us form on our website or call 01273 665 400 and select option 2.

If you are returning an **unwanted** item please make sure...

- ✓ You are within the 7 day period specified in our terms and conditions.
- ✓ The item is in the same condition as when it was received.
- ✓ Any included peripheral items and accessories are also returned.
- ✓ Where possible the manufacturers packaging is complete and free from damage.
- ✓ The item is packaged adequately for transit and the manufacturers packaging is protected from damage.
- ✓ The item is boxed in original packaging OR alternative packaging that offers equal or better protection.
- ✓ Any tape or postage labels are not attached directly to the manufacturers packaging.
- ✓ Your address details are on the reverse of the package.
- ✓ Our returns address is clearly visible on the front of the package.
- ✓ Your order number (or returns number if you have one) is written clearly on the front of the package.

Please remember that you have a duty of care for the item whilst it is in your possession. Where a collection has been booked, any item that is not packaged correctly may be refused by the courier. If an item sustains damage due to a disregard of the information contained in this document your refund may be affected.

If you are returning an item for repair under warranty please make sure...

- ✓ The item is boxed in original packaging OR alternative packaging that offers equal or better protection during transit. (We cannot replace damaged items returned for repair under warranty.)
- ✓ Our returns address is clearly visible on the front of the package.
- ✓ Your returns number is written clearly on the front of package.

If you are returning a **guitar** please make sure...

- ✓ Adequate internal packaging is used to ensure the guitar is well supported and does not move inside the box.
- ✓ The strings are slightly de-tuned to lower tension across the neck.
- ✓ Any loose components will not rub against or scratch the body during transit.
- ✓ There is plenty of packing between the edges of the guitar and the box.
- ✓ The headstock is wrapped and supported.
- ✓ The box is adequately taped and sealed.

If you are returning an **amplifier or keyboard** please make sure..

- ✓ There is sufficient packaging between the edges and corners of the item and the box.
- ✓ You re-use any internal packaging supplied by the manufacturer (especially bubble wrap or moulded polystyrene).
- ✓ The power cable is secured within the box.
- ✓ The box is adequately taped and sealed.

Please print this page, complete the details below and fold to create a postage label for your item.

<p>GAK Returns 60 Gladstone Place Brighton BN2 3QD</p>	<p>ORDER REF:</p> <p>.....</p> <p>RETURNS REF:</p> <p>.....</p> <p>..</p>
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