

If you decide to cancel your order please fill in the form below and return it to us within 14 days of receipt of your order. From the date you notify us you then have 14 days to return your order to us at your expense. Following the receipt of your order we will process a refund as soon as possible but no later than 14 days after we have the item back at the warehouse.

RIMMERS MUSIC CANCELLATION FORM

Att: Rimmers Music Ltd, Unit 18 Centurion Ind. Estate, Farington, Preston, Lancashire PR25 4GU

Tel: 01772 622111 **FAX:** 0177264 1403 **Email:**enquiries@rimmersmusic.co.uk

I/We* hereby give notice that I/We* wish to cancel my/our* contract of sale of the following goods (Insert The product/s name/s below)

Please State Your Reason For Returning Your Order:

Ordered on (Insert Date) _____/_____/_____/

Received on (Insert Date) _____/_____/_____/

Order Number (Insert Order Number)_____

Name of consumer/s (Insert your name/s below)

Address of consumer/s (Insert your address below)

Post Code_____

Signature of consumer/s (Please sign here)_____

Date_____/_____/_____

[*] Delete as appropriate

(Please complete this page and email/sent to the address above)

(Full details and Terms and Conditions of Sales are on the following Pages – These are not required to be returned with this page)

CANCELLATION OF ORDERS

The customer has a 14 day cooling off period from the day after the day on which they received the goods. During this period the customer has the right to cancel an order for items purchased from our website. Orders can be cancelled by emailing us at returns@rimmersmusic.co.uk. We will take your details, explain the returns process and you will be given a "returns number" which will allow us to identify your item when we receive it back.

If you wish to cancel your order (without contacting our returns department) you may wish to fill in our Rimmers Music Cancellation Form. A copy is above so you can then return/cancel your order with the minimum of fuss if you have changed your mind. Please note cancelled items must be returned to us within 14 days after giving notice of cancellation.

If you cancel this contract you are responsible for the cost of returning the goods to us. We recommend that you use the original packaging where possible and use a tracked method. If you do not have the original packaging all items must be sent using appropriate packing material to prevent the items getting damaged or scratched. Rimmers Music is unable to accept responsibility for any item that is damaged due to insufficient packaging. Please note your refund may be reduced to take into account any damaged incurred as a result of negligence such as bad packaging.

With regard to software and digital item sales the right to cancel and return is lost if the digital content or software is used by the consumer by downloading/installing or registering the data.

Some items are only eligible for cancellation if they are returned to us unused and sealed in the original packaging, and in the case of software, unregistered. These items include:

- Software
- CDs & DVDs
- Headphones and In-ear Monitors
- Earplugs and Ear Protection
- Mouthpieces, Reeds etc... for Woodwind and Brass instruments
- Mouth / Lip Care Products

We are unable to accept returns of any goods made to consumer specification or personalised. Exceptions may only be possible with our prior agreement and may be subject to a cancellation fee.

We may cancel any order placed by a customer prior to the goods being received by the customer if we are no longer able to supply the item, there has been a significant price change of the item, or if we suspect the transaction is fraudulent. If an order is cancelled by us, any monies paid by the customer will be refunded in full as soon as possible but no later than 28 days.

CUSTOMER RETURNS (Additional Information):

Your statutory rights state that a return request may be made within 14 days from the day after the day on which you receive the goods.

When we receive returned goods they will be inspected to ensure all manuals, accessories, free items and any other components are within the returned package and that the customer has taken reasonable care of the goods and also taken reasonable care to ensure the goods are appropriately packaged for safe transportation back to us. If the vendor receives goods that have not had reasonable care taken, we will need to charge the customer a fee equivalent to the reduction in the value of the goods. If the goods have missing manuals, accessories, free items or any other components, the company shall charge the customer the cost of the missing items. These costs will be deducted from any refund that is due to the customer.

DEFECTIVE GOODS WITHIN GUARANTEE:

All products carry a minimum 1 year guarantee with others having up to 10 years guarantee.

If you have an item that becomes faulty within the first 30 days of your ownership we will collect the item/s from your original delivery address at our expense.

If you have an item that becomes faulty after the first 30 days the customer will be responsible for the collection/delivery costs. However we are able to arrange the service, costs are dependent on the size/weight of the item/s.

This warranty excludes items that have become defective due to miss use, accidental damage or any reason other than manufacturing fault. If an item is found to be without fault on its return to Rimmers Music, then we will return the item to you, but you will be responsible for the re-delivery charge.

LIABILITY

The Company cannot be liable for loss of business or income due to shipment delays under any circumstances. Whilst we make every effort to ensure that goods supplied correspond to in every respect with the specification or description provided as the case may be, we cannot be responsible for minor variations in specification, and no such minor variation shall be the subject of any claim against the Company.