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Returns

If you are not completely satisfied with any product, you may return it for a full refund or credit of the product purchase price. We give you a full 14 days from the shipping date to make your decision².

¹ The following items are returnable only if defective OR unopened or unused: strings, reeds, tubes, earbuds, earplugs, recorders, tin whistles, flutophones, "world" wind instruments, harmonicas, raw-frame speakers, drumheads, drumsticks, turntable cartridges, fog fluid, clothing/footwear, body jewelry, cleaners, polishes, and polishing cloths. Software/soundware, cassettes, CDs, DVDs, and videos may be returned for credit only if they are in their original, sealed packaging. If defective, these items will only be exchanged for the same product.

A \$20.00 cleaning and sterilization fee will be applied for each returned woodwind or brass instrument

Quesnel Music LTD only accepts returns made within the first 14 days from shipment.²

Should you find it necessary to return any merchandise, it must be shipped within this 14-day guarantee period. Please follow the return instructions printed on the back of your invoice. All returned items must include a Return Authorization Number, be in the original packaging complete with all components including the warranty card and owner's manual and show no signs of wear or abuse; otherwise the return will either be refused or subject to a 20% restocking fee. Credit card returns are issued a credit for purchase price. Refunds are made for product value only, excluding shipping and handling charges.

² Items priced at \$1999.00 or more must also be returned within 10 days of shipment. Should you decide to return your shipment, please follow the return steps printed on the back of your invoice and pack your return carefully to prevent damage in shipment. All returns must:

1. Include a Return Authorization Number;
2. Be in the original packaging complete with all collateral materials such as cases, straps, cables, care kits, certificates of authenticity, warranty cards, manuals, and any other materials that originally shipped with the instrument;
3. Be in brand-new condition, showing no signs of wear or use such as belt-buckle or pick scratches, scuffs, dings, or scrapes on the instrument or collateral materials.

Return items not meeting these requirements may be refused or a restocking fee of up to 20% may be assessed.