

Standard Terms & Conditions of Sale

General

Signetmusic.com is the trading internet name of Signature Solutions Limited. Registered in England and Wales No: 4116795. VAT No. 765 6870 80. All goods remain the property of Signature Solutions Limited until paid for in full. The cash receipt number/invoice number must be quoted on all correspondence.

Payments

All orders must be accompanied by payment before goods are dispatched. Minimum order value £5.00 including VAT, but excluding shipping charges. You can purchase using major credit cards/switch cards (payments will be cashed immediately) or personal cheques. Cheques will require clearing before goods can be dispatched. If a cheque does not clear a charge of £10.00 will be made in order to re-present the cheque.

Account Customers

Credit terms are strictly 30 days net after the date of the invoice. We reserve the right to charge interest on any overdue balance over 30 days from the invoice date.

Cancellations

If you wish to cancel your order for any reason you can do so up to 7 working days after receipt of the goods. This is often referred to as your "cooling off period" and the 7 days commence the day after you receive the goods. You must notify us within the "cooling off period" and this must be in writing – letter, email or fax. A full refund will be made within 30 days of your cancellation. It is the customer's responsibility to return the item in perfect condition. Any damage or missing items will be charged for. Our carriage charge is not refundable. See guidelines on returning instruments for further advice.

Carriage

We reserve the right to send items using the method we consider most suitable. Goods are normally insured whilst in transit. If goods arrive damaged we must be notified within 7 days of receipt. It is the responsibility of the customer to keep all damaged items – including packaging materials for inspection if necessary. If we are unable to claim from the carrier due to lack of evidence the customer will be responsible for the damage. It will help us and ultimately you if you take at least one photograph of the instrument and at least one photograph of the packaging prior to returning the items to us.

Guarantees

All new instruments and some accessories carry a 12 month guarantee. The customer is responsible for the return carriage charge (see also Returning Goods) though we will return guarantee items at our expense. We reserve the right to repair the instrument ourselves or return it to the manufacturer. Our guarantee does not cover plating, lacquer or cracked wood joints.

Right To Sell

We reserve the right to sell goods and services to any individual or organisation and similarly reserve the right to refuse to supply goods or services to any individual or organisation without the requirement to justify this decision.

Prices

On most instruments and some accessories two prices are given: the first is the Recommended Retail Price (RRP) advised by the manufacturer/supplier; the second is our price. All prices are inclusive of VAT at the appropriate rate. All prices are subject to change without notice. The latest prices can be found on our web site: www.SigNetMusic.com.

Repairs

Signature Solutions Limited cannot be held liable for repair work carried out by third party repairers, unless authorised in advance. For more information on our repair services please see the appropriate section on our web site: www.SigNetMusic.com.

Your Statutory Rights

These Terms and Conditions of Sale do **not** affect your statutory rights as a consumer.

Shipping / Carriage Charges

We use a very reliable next day shipping service for all Instrument and Accessory shipments. All orders for stock items will be delivered the next working day. (Excludes Saturday and Sunday). The standard charges for all UK Mainland deliveries are:

Instruments: £8.00 incl VAT
Accessories**: £5.00 incl VAT

Notes:

- Instruments shipped with Accessories incur only the Instruments Shipping charges
- * Saturday shipments ARE possible but a premium will be added to the shipping costs. Details available on application.
- ** Some light weight, low value accessories may incur a LOWER shipping charge.
- Shipping charges to Non-UK mainland locations are available on request.
- In all cases additional shipping charges will be agreed with the customer in advance even if this delays the shipment of the order.

Instruments not listed on the Web Site / Special Orders

A deposit of 50% of the quoted price is required to order an instrument that is not shown as a stock item on the web site. The balance of the quoted price (including delivery charges as quoted) will be charged at the time the instrument is shipped to you.

Returning goods

Remember it is your responsibility to return items to us in perfect condition. If an item is damaged in transit you will be responsible. Please follow the guidelines below to minimise any damage in transit.

1. Do not return any goods without contacting us in advance and obtaining a Returns Authorization Number.
2. You are strongly advised to return the goods in the original packaging (assuming it is not damaged) or equivalent.
3. Use a well known shipping agent/courier service (such as Interlink or Parcelforce) and pay for additional insurance to cover the value of the goods whilst they are in transit. If you wish we can arrange collection of the goods but all costs will be charged to yourself and you are still 100% responsible for adequate packaging of the goods.
4. Keep all documentation and receipts from the shipping company.
5. Please enclose a covering letter explaining the reason for the return in full and quoting the Returns Authorization Number.

Complaints

If you need to complain about our products or services then please see our complaints procedure below. For your complaint to be effectively documented within Signature Solutions Ltd please make your complaint in writing.

However we are always ready to discuss your issues via phone if you wish to do so, but for us to respond formally we will need your complaint in writing either via letter, email or fax. The complaints procedure and our commitments are detailed below:

1. Customer to send written complaint via letter, email or fax
2. We will acknowledge receipt of your complaint within 3 working days using the same means of communication used to lodge the complaint. This communication will advise the likely time it will take us to review the basis of your complaint and subsequently respond formally.
3. We take complaints very seriously and we will isolate the root cause of the issue and subsequently develop a corrective action to prevent similar events recurring. Our internal procedures will be modified accordingly if required.
4. The complaint and its resolution will be reviewed by a senior manager within the organisation and a formal response will be prepared. The response will be ratified by the Managing Director before sending it to you, and if appropriate will include details of any procedural changes we have made as a result of your complaint.
5. Your personal details will be kept confidential at all times during any investigations with our staff.
6. Its not possible to guarantee a strict time scale for final complaint resolution – however our goal will be to resolve all complaints within 10 working days of receipt.

Address all complaints to:

The Customer Service Manager
Signature Solutions Ltd
63 Alston Drive
Bradwell Abbey
Milton Keynes, MK13 9HB

or by fax: 01908 321 794 or email: cs-manager@SigNetMusic.com

