

RETURNS.

14-Day Refund Policy

In the unlikely event that you are not completely satisfied with your item, we offer our customers a full 14-day refund policy from the date of purchase. Customers will be liable for any return postal charges.

On receiving your item, please check it is of satisfactory quality and as described/ appropriate for your requirements. If you need to return your item for any reason, please contact us first so that we can suggest the most appropriate service to use.

If we have advised you to return an item, please complete the form below and include it with your item (in the original packaging and with all the accessories) when returning.

All returns must be sent to:

Lindo Limited, 238 Broomhill Road, Brislington, Bristol, BS4 5RG, United Kingdom.

Packaging

Should any issues arise with the product, it will need to be sent back in the original packaging. We recommend that the original packaging should be kept for as long as the warranty lasts in case it needs to be returned. After this period, please consider the environment and recycle the packaging.

Request: Refund Exchange Replacement

Name/Username:

Order/Item Number:

Item purchased:

Item bought from: Lindo Ebay Amazon

REASON FOR RETURNING.

RETURNS POLICY.

Refunds can only be made by the method originally used to pay for the goods. Credit/debit card refunds will be processed immediately, once we have received the goods back and inspected them. It normally takes 3-5 working days for the funds to show on the customer's account.

Goods that have been altered from their original condition in any way cannot be returned.

Goods cannot be returned as faulty where a specific defect in the product was brought to the attention of the customer at the point of sale.

The customer has a duty to take reasonable care of the products while in their possession and during the cancellation period to maintain them in the condition in which they were supplied by Lindo Guitars. If goods are damaged or use of the goods has gone beyond the right to reasonably inspect and assess the goods, we reserve the right to seek recompense.

The customer has a duty to re-package any returned goods in such a way as to avoid any damage to the goods whilst in transit back to Lindo Guitars (ideally all the original packaging should be used). If the original packaging is not used the goods must be packaged in such a way that provides the same or equal protection as the original packaging. If this duty to pack the returned goods in an appropriate manner is not met Lindo Guitars reserve the right to return the goods to the customer or to seek recompense.

Under the 'Consumer Protection (Distance Selling) Regulations 2000', you have a 'cooling off period', a right to cancel orders made on this website for 14 days, provided that you give us written notice of cancellation and request a return authorisation code from us. Please note that we cannot accept returned goods without this code. Once the items are received safely at Lindo Guitars, and provided the goods (including packaging, accessories, manuals etc) have not been used, have all of the original packaging and are in new condition, unused and undamaged, we shall then arrange a full refund. You will be responsible for the costs of returning any unwanted item.