

FiddlePal Guarantee of Satisfaction

We have selected our merchandise with great care, and made every effort to describe it thoroughly. If you find that you are dissatisfied with anything purchased from us, it may be returned - in unused condition - for exchange or a full refund (less shipping charges). Please dispatch within 5 working days of your having received them any item(s) you have decided to return. Also, for instruments only, please notify us within 48 hours of your intention to return. Ship all items well-packed and insured. We cannot allow credit for items received from you that have been damaged in shipping due to your packing them poorly. In the unlikely event of shipping damage please notify us immediately. Please do not return any damaged item until you have received authorization from us.

Recordings, Books and Video Guarantee

If you receive a CD or video from us that is genuinely defective, you may return it for a replacement. You must tell us exactly what and where the defect is - for example, "skips on the third song at 1:22"; or "no sound on video 11:20 minutes". We can not give refunds, only replacements copies of the same material. Because recorded products are sealed at the factory, and all recordings are subject to wear and tear on even one playing, we regret that we cannot take back a recording because you did not like it.

Like all our merchandise, any unused CD's and videos maybe returned for credit, substitution, or full refund (less shipping charges). They must be sealed in their original shrink wrap, packed properly and sent back to us within five working days of your having received them.

-FiddlePal