

# ORDERING INFORMATION

Instruments normally stocked are ticked, others are available **to firm order** on receipt of 50% non-returnable deposit. The RRP of an instrument (where applicable) is listed in the first column followed by our DISCOUNT PRICE.

To work out the total price of an instrument take the discount price and add on the cost of carriage (see below). Please make cheques payable to 'John Myatt Woodwind' and write your name, address and cheque card number on the back. If paying by MasterCard, Visa, Switch, Solo, Electron, American Express or JCB we require the card number, expiry date and cardholder's name and address, with Switch we also require the 'issue' number.



You can also order by phone or on-line at [www.myatt.co.uk](http://www.myatt.co.uk) using any of the cards listed above.

When supplies are delayed an approximate delivery date will be quoted and alternatives suggested if necessary.

## CARRIAGE

Charges to most of the UK\* are as follows. Prices based on the total order value per order:-

Reeds only.....	<b>FREE</b>
Orders under £10.00.....	<b>£1.00</b>
Orders over £10.00 and under £40.00.....	<b>£2.00</b>
Orders over £40.00 and under £500 <sup>†</sup> .....	<b>£6.00</b>
Orders over £500 <sup>†</sup> .....	<b>£12.00</b>

<sup>†</sup>Except Baritone Saxophones where carriage is £25.00 and Eb/BBb basses, contra bassoons and bass saxophones, prices available on application. Wherever possible we recommend personal collection of these instruments as they are all particularly susceptible to damage in transit.

\*Carriage rates to the **Isle of Man, Channel Islands, Scottish Islands & Northern Ireland** are the same for orders under £40.00 but an **ADDITIONAL £10.00** for instruments over £40.00.

**Our minimum order excluding carriage is £5.00.**

Reed and most accessory orders are sent by first class post, other items are normally sent using a next day delivery service (excluding weekends).

## OVERSEAS CARRIAGE RATES

	Europe (inc Irish Republic)	USA	Rest of world
Up to 2 boxes of reeds.....	<b>£1.50</b>	<b>£2.50</b>	<b>£2.50</b>
Mouthpiece.....	<b>£2.50</b>	<b>£5.00</b>	<b>£5.00</b>
Flute, piccolo.....	<b>£40.00</b>	<b>£50.00</b>	<b>£80.00</b>
Clarinet, oboe, Eb clarinet.....	<b>£45.00</b>	<b>£60.00</b>	<b>£90.00</b>
Alto sax, trumpet, cornet, flugel horn.....	<b>£60.00</b>	<b>£80.00</b>	<b>£135.00</b>
Tenor sax, bass clarinet, trombone,			
Soprano sax, bassoon.....	<b>£65.00</b>	<b>£85.00</b>	<b>£145.00</b>
Other instruments - quotation on request			

## EXPORTS

We export instruments and accessories to all corners of the world.

Please note that VAT is not chargeable on exports to non-EU countries or to VAT registered bodies or individuals in EU countries. Exports to non-registered individuals/ bodies in the EU will be charged VAT at the normal rate.

To calculate the cost of an item without VAT divide the price in our list by 1.175. For further information including carriage costs please write to our Export Department.

## Terms and Conditions of Trade

By placing an order you agree to the following terms and conditions. These terms and conditions are important and should be carefully read before you place your order.

**GENERAL** John Myatt Woodwind & Brass is the trading name of Myatt Music Ltd. Registered no. 2203729.V.A.T. no. 322 2869 66. All goods remain the property of Myatt Music Ltd. until paid for in full. The invoice number must be quoted on all correspondence or when any item is returned to the shop. We are not obliged to supply goods until acceptance of your order; it is on acceptance that a contract comes into effect.

**PAYMENTS** All orders must be accompanied by payment before goods are dispatched (except official educational orders, bands and trade accounts). Minimum order £5 plus carriage. Payments will be cashed immediately and refunded promptly if necessary (see 'Approval' below). Cheques may require clearing before goods can be dispatched, if a cheque 'bounces' we charge £10. We make a 2% surcharge if purchase is made by credit card for 'on commission' sales. Official educational orders must be paid within 14 days of the invoice date for discounts to apply. We reserve the right to charge interest on any overdue balance over 30 days from invoice date. If an order is filled in instalments, each delivery will be accompanied by an invoice for the goods supplied in that delivery and payment should be based on the individual invoices, not on completion of the order.

**APPROVAL/CANCELLATION RIGHTS** Most instruments and accessories are supplied on 7 days approval (from the time of receipt by the customer. This does not apply to opened boxes of reeds; for copyright reasons sheet music and CDs can only be returned if incorrectly supplied by us or received damaged. The customer must inform us within this time if they intend to return the approval item. It is the customer's responsibility to return the item in perfect condition if it is not required. Any damage or missing items will be charged for. Our carriage charge is not refundable. See guidelines on returning instruments for further advice. Orders sent by mail/carrier may be cancelled within 7 days of receipt of the goods but the customer must arrange and pay for their return and reeds must be returned in unopened boxes.

**CARRIAGE** We reserve the right to send items using the method we consider most suitable. Goods are normally insured while in transit, if goods arrive damaged we must be notified immediately. Please keep all packaging in the case of damaged items as the insurers may ask to examine.

**GUARANTEES** All new instruments and some accessories carry 12 months guarantee. Second hand and Special Offer list items carry a 6 month guarantee excluding 'on commission' instruments which are sold as seen. The customer is responsible for the cost of returning goods for repair under guarantee and we will return at our expense. The customer is responsible for carriage costs both ways when returning for routine service/checkup. We reserve the right to repair the instrument ourselves or return it to the manufacturer. Our guarantee does not cover plating or lacquer although certain makers make ex gratia replacements. **The guarantee will be invalidated if problems have been caused by lack of care!** We will repair or replace cracked joints of instruments marked as in stock in our catalogue as long as there is no sign of misuse or unusual factors; cracked joints on other instruments will be returned to the manufacturer for their assessment. We can not cover the cost of repairs done by other repairers without prior authorisation.

**PRICES** Where two prices are listed the first is the Recommended Retail Price suggested by the maker/supplier, the second is our discount price. All catalogue prices are inclusive of VAT at 17.5% where applicable. If prices have changed you will be notified before we accept your order and offered the option of confirming your order at the correct price or cancelling it.

**'ON COMMISSION' SALES** Items marked as 'on commission' are being sold for customers. We make a 2% surcharge if purchase is made by credit card for 'on commission' sales. All 'on commission' items are 'sold as seen' without any guarantee, so extra care is advised with the examination during the approval period.

**INVOICE FINANCE/FACTORING** Certain conditions only apply to educational customers, bands and trade accounts which have been assigned to HSBC invoice finance - they will have been notified in advance that they fall into this category. Normal approval terms do not apply for these customers - they may only return goods if faulty; the buy back scheme does not apply for these customers and on commission instruments may not be purchased on their accounts.

**REPAIRS** Myatt Music Ltd. cannot be held liable for repair work carried-out by third party repairers, unless authorised in advance.

**INSTRUMENTS IN STOCK** The instrument listings include all available items. We do not have everything listed actually in stock on this site. A 50% non-refundable deposit is required to order an instrument that is not in stock.

**COMPLAINTS** We aim to respond to all complaints within 5 working days and resolve as speedily as possible. Complaints can be notified online at [problem@myatt.co.uk](mailto:problem@myatt.co.uk), by post, by fax or by phone.

**BUYBACK SCHEME** To be eligible for the scheme the customer must have signed a 'Buyback Form' and had it accepted by a member of staff.

- The instrument may be returned within six calendar months from the invoice date for a refund of 80% of the price paid excluding carriage, less the cost of any missing items, repair and/or depreciation costs beyond normal wear and tear.
- If the instrument has suffered damage beyond normal wear and tear, repair costs and depreciation as assessed by John Myatt Woodwind will be deducted from the refund total.
- All refunds will be made by cheque which will be sent by post within seven days of the return of the instrument.
- It is the customer's responsibility to insure the instrument from the time of purchase.
- The customer must show their copy of the 'Buyback Form' to obtain a refund.
- No reminder will be sent.
- During the six month period the instrument is the customer's property.

**RETURNING GOODS** Remember, it is YOUR responsibility to return items to the shop in good condition, if an item is damaged in transit YOU will be responsible!

- Contact us to explain reason for return.
- Keep all packing materials.
- Make sure you use a service that offers adequate compensation (e.g. 'Interlink', 'Registered Post').
- Remember to keep the documentation in case you need to make a claim.
- Don't forget to enclose a covering note which should include the invoice number.
- **Please mark the parcel for the attention of the member of staff you have been in touch with.**