



## SHIPPING & RETURNS POLICY 2019

**Please note:** Shipping times are guidelines only and are not guaranteed unless otherwise specified.

Following your order, we will contact you to arrange delivery once the drum/instrument use complete. We use a range of couriers and shipping providers to allow for the best competitive pricing for our customers. Following confirmation of the shipping date the times below are guidelines as to the approximate delivery schedule:

IRELAND DELIVERY: 3-4 working days from day of dispatch.

NORTHERN IRELAND: 1-3 working days from day of dispatch.

UK: 1-3 working days from day of dispatch.

Europe: 5 - 7 working day delivery from day of dispatch.

USA & Rest of World: 7 - 14 working days from day of dispatch.

### Return & Refund Policy:

Thanks for shopping at [goytcraftinstruments.com](http://goytcraftinstruments.com)

If you are not entirely satisfied with your purchase, we're here to help.

### Returns:

You have 7 calendar days to return an item (unless otherwise started in the product description) from the date you receive it.

To be eligible for a refund, your item must be unused and in the same condition that you received it.

You are liable for the cost of return shipping. If your item is being returned due to an error in the manufacture or the item is not fit for purpose, we will refund this cost- you must e-mail us a copy of your postage receipt prior to any funds being returned. We



will refund the cost of shipping up to £30 in this case and will follow our returns policy for any further action required.

Please include your name, full postal address and order number (invoice number) in the return package.

Your item must be in the original packaging.

Your item needs to have the receipt or proof of purchase.

NB! If you are filling out a Customs Form please mark as GOODS FOR RETURN (or REPAIR if relevant) otherwise your package will be delayed and you may be liable for fees.

Contact for our return address if you require this service. We will email you our details.

Once we receive your item, we will inspect it and notify you that we have received your returned item. We will immediately notify you on the status of your refund after inspecting the item.

If your return is approved, we will initiate a refund to your original method of payment.

You will receive the credit within a certain amount of days (usually 5 - 10 days), depending on your bank's policies (or payment gateway e.g. PayPal).

Return and Repair shipments will be covered up to £30 (or equivalent in other currency) for one Return & Repair shipment only.

#### Bodhráns:

Goat skin is a natural skin and will vary in colour, shade and thickness. Your bodhrán may not have a perfect white skin such as what you would get from a synthetic skin. However, if you are unhappy with your skin you may send it back to us within 7 days of receiving it and we will replace it free of charge- this applies to customers buying skin only for DIY builds or repairs. If it arrives to you with a fault due to the shipping, such as a tear in the skin, and you return it to us within 7 days of receiving it we will cover the return shipping cost congruent to a maximum of £20 (or equivalent in other currency) return shipping cost and send you a new one free of charge.



All other products:

If you are unhappy with your product for any reason please return it within 7 days of receiving it and we will provide a full refund for the money you have paid us excluding shipping (unless otherwise stated in the product description). If there is a fault with the instrument that arose during transport or during the manufacturing process we will cover the return shipping cost congruent to a maximum of £30 (or equivalent in other currency) return shipping cost.

Shipping charges:

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of shipping will be deducted from your refund. If you have any questions on how to return your item to us, contact us.

Return and Repair shipments will be covered up to £30 (or equivalent in other currency) for one Return & Repair shipment only.

\*Free Returns marked on certain products are congruent to a maximum of £30 return shipping cost.