

## Important for all transport damages Reclamations and return

### Reclamations

Reclamations can only be accepted till 3 days after arrival of the goods. So please unpack the goods right away and proof if they are ok.

- a. function
- b. completeness
- c. damage

Transport reclamations that are reported later than 3 days after the arrival can not be allowed.

If you realise damage, even if it is not clear how it came, we have to be informed. Sometimes it is a hidden transport damage that can not be seen on the outside of the box. In this case we immediately have to inform the insurance of the transport agent.

### Transport damage

Every transport damage must be reported in the first three days after the arrival, otherwise we have no chance to get the damage paid by the insurance of the transport company. Boehme music is not responsible for any transport damage that is reported more than three days after arrival.

### Returns

Returns can only be cared for, if they are:

- a. announced under 0049-641-480-1200 or by e-mail [service@boehmemusic.com](mailto:service@boehmemusic.com)
- b. get back to us free of costs, or are being reshipped by our transport agent.
- c. the date of the invoice is not any older than 30 days
- d. if the goods are new and originally packed
- e. with an included copy of the invoice and a short explanation of the reasons.

We hope for your understanding, that we do not accept any returns, if one of these points is not fulfilled.

### Warranty

Warranty need an intense test and needs to be reported first by Telephone, Fax or E-mail.

# Checklist damages

1. Arrival of the package
2. Open the package the same day, please
3. Check for completeness and damage

If there are damages:

- a. please report immediately to Boehme music with the number of the package and the number of the invoice
- b. make a digital photo and send it to Boehme music
- c. Keep the original packaging and transport boxes till we get a reaction from the shipping company, mostly they want to see the original boxes.
- d. Please keep the damaged goods, don't return them
- e. Wait for directions, if the package will be returned or the shipping company allows refund
- f. Bigger damages must be cleared directly with the shipping company.