

j p b music	The Coach House
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Fax: 01934 613939	website: www.jpbmusic.com
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Suppliers of your Requirements for Violins, Violas, Cellos and Double Basses	

How To Purchase From Us & Conditions of Sale

There are many ways to purchase from us. We obviously will accept all Major Credit and Debit Cards, with the exception of American Express (as they are too greedy). We can also accept payment by Cheque, Postal Order, Bank Transfer, B.A.C.S. and Cash. Payment is charged at the time of shipment. We also offer a credit facility to all Schools/L.EA.'s, and by prior agreement to Teachers and Individuals. All items despatched on an Invoice remain the property of JPB Music until paid for in full. All Invoices are payable strictly within 30 Days.

We do not offer payment by PayPal, due to security shortfalls.

All items sold will be subject to the respective manufacturer's guarantees. Strings are not generally covered by the manufacturers, however we try to be realistic in this area, and will normally despatch replacements, on the basis that you return the defective string to us for assessment. Should we find that the string is not defective, or that the damage has been caused by some external issue, we will contact you to try and resolve the matter. Items incorrectly ordered can be returned to us for replacement with the correct item, although we reserve the right to charge for re-shipment of the correct item. Any errors made by us will be corrected at our cost. Items ordered in error, can be returned for credit, providing they are returned unopened in the manufacturers original packaging and undamaged. Regrettably we will still have to charge for the shipment.

We do not offer free P & P / Carriage on goods, as we instead offer the most competitive prices. If we offered Free p & p, this would come at the expense of higher prices, as NO ONE can afford to give free P & P without charging for it another way.

Batteries supplied with Electronic/Electrical items are not guaranteed, although they will be unused when supplied, some manufacturers do not use the best quality batteries! Sometimes we will fit the batteries, if we need to test the item prior to despatch.

When Instruments/Bows are offered on an Approval basis, they are strictly issued on the basis of a serious trial, NOT as loan instruments/bows. Any customer found to be abusing this Approval system will not be allowed further approvals.

We operate the Musical Instrument Assisted Purchase Scheme (A.I.P.S.) Please see separate leaflet describing the operation of this Scheme.

We do NOT operate the Arts Council 'Take it Away' Scheme. Please see separate leaflet as to our rationale in not operating this cumbersome scheme.

Extract from Distance Selling Regulations

As our service is one which is to be provided within a period of less than 7 working days your right to a "cooling-off" period under the Distance Selling Regulations does not apply. Therefore, if you wish to cancel your order you must do so before we begin to process your order. Because we process & post most orders shortly after receipt of instructions you must either telephone our customer services department (01934 628600) straight away, or send an email to sales@jpbmusic.com. Cancellation can only be accepted if we have not already begun to process/post your order. Emails sent to other email addresses are not likely to be seen in time.

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