

Conditions for test products

Definition

- The following reed related sets or parts can be ordered as test product:
 - For the oboe, bassoon, and bagpipe gouger, the bed sets and carriage sets.
 - For the bassoon and bagpipe profiler, the cylinder sets.
 - For the oboe profiler, the templates and end shapes.
 - For the bassoon and bagpipe tip profiler, the templates.

Excluded

- Customer specific products and knives cannot be ordered as test product.
- We don't take back, and so don't refund, knives. This means, if a test product holds a knife, you can keep the knife if you return the test product.

Ordering

- You have to order test products in the same way as commercial products.
- You have to let us know which products you want to order as test product.

Return

- Within 30 days after you received test products you can send, or bring, them back.
- If you send them back you have to:
 - Send them to: Reed Machines - 2e Indumaweg 4b - 5705 BB - Helmond - Netherlands.
 - Send us a prove of the shipping date. For example, the track & trace information of the shipment.
- If test products are not sent, or brought, back within 30 days after you received them, we consider them as bought by you.

Refund

- We refund:
 - The money you paid for test products when we received them undamaged. Any import charges paid by us will be offset against the refund.
 - To the bank account from which we received the payment for the test products.
- We don't refund shipping costs and payment costs.
- If test products are received back damaged:
 - We refund the money you paid for them after deduction of the repair costs.
 - We don't refund them if we cannot repair them.