



THE WORLD'S MOST EXCLUSIVE
MARKETPLACE FOR FLUTES

307 7th Ave Suite #401 New York, New York 10001
www.flutecenter.com | tel: 212.307.9737

RETURN MATERIALS AUTHORIZATION REQUEST FORM

A Return Materials Authorization (RMA) is required for all returns to Flute Center of New York. Please read this form and our return policy carefully, provide the requested information, and include Page 1 in your shipment.

Customer Information

Name:	
Email:	
Phone:	
Date of Shipment:	
Order # or Invoice #	

Product Information

Item Name	Quantity	Reason for Return

Additional Notes:



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RETURN POLICY

FCNY is proud to offer free, in-home trials for all domestic clients. Those buyers interested in setting up a free trial can contact one of our Resident Flutists directly. After a trial has occurred, there are no refunds or exchanges since the buyer has had the opportunity to raise any concerns. For instrument purchases made on our website, we offer a 7-day return window (see return address below). Normally, if the flute purchased is simply not "the one," we encourage clients to allow one of our Resident Flutists to assist him/her in exploring any other options we have available.

All returns and exchanges must include a completed RMA Form. Returns and exchanges sent without a completed RMA Form are subject to delays.

Additionally, all instruments and accessories that are custom-ordered from a manufacturer are strictly non-refundable, as we are required to formally commission the instrument's production. Please note that normal production for a custom instrument can take 4-6 months. Once the instrument is ordered from the manufacturer, there can be no refunds or exchanges whatsoever - this flute is being built custom for you! We encourage you to purchase our in-stock flutes if you are uncomfortable with buying a flute purely "on specification."

We will accommodate an exchange of goods if the exchange is initiated within 7 days of delivery. All exchanges must meet the following conditions:

- 1) The instruments to be exchanged must both be new instruments.
- 2) Used instruments are not subject to any returns or exchanges once the payout has been processed.
- 3) The item to be exchanged must be returned in the same condition in which it was sent.

Accessories

Accessories, including cases, bags, and flute care products, are not eligible for return or exchange. Defective merchandise may be returned for exchange within 7 calendar days of the original invoice date for replacement with an identical item, but must be unused and in original packaging to be eligible for return. Lefreques are eligible for return/exchange within 7 calendar days of the anticipated delivery date. To be eligible for a return or exchange, the lefreque(s) must be unused and in the same condition that you received it, including the original packaging. To initiate a return of a Lefreque, please contact us.

Sale items

Only regular priced items may be refunded or exchanged. Unfortunately, sale items cannot be refunded for any reason, including condition. All sale items are sold in as-is condition.



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Replacements

We only replace new items if they are defective beyond the scope of our warranty. Adjustments are normal and necessary over the life of any instrument, and routine maintenance is not grounds for replacing a new instrument. Used flutes are sold as-is, and no guarantee is made as to its condition or playability, or to the condition of its pads, springs, screws, parts, etc.

Shipping

To return your product, you should mail your product to:

Flute Center of New York

307 7th Avenue #401

New York, NY 10001

Please note: All returns and exchanges must include a completed RMA Form. Returns and exchanges sent without a completed RMA Form are subject to delays.

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 return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you may vary.

If you are shipping an item over \$75, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.