

Terms and Conditions

Free Nationwide Collection Service

- Free Nationwide Collection is available for items that you sell or part exchange to us only.
- Free Nationwide Collection is only available from Monday-Friday. Free Nationwide Collection or any other courier collections are not available for weekends or bank holidays.
- For Free Nationwide Collection to be completed, someone will have to be available at the agreed collection address to hand the parcel to the courier, usually between the hours of 12.00noon - 5.00pm on the arranged collection day.
- Free Nationwide Collection applies to items 25kg and under in weight and upto and including dimensions of 120cm x 70cm x 70cm only. For larger, heavier items, please contact for details and pricing.
- Free Nationwide Collection applies to mainland England, Wales and Scotland only (not including Scottish Highlands). UK islands, Northern Ireland, Scottish Highlands, please contact for details and prices.
- Free Nationwide Collection is a free service offered by Buy My Guitar and as such we reserve the right at any time, to refuse Free Nationwide Collection.
- Items collected using Free Nationwide Collection Service must be boxed. Anything sent without a box will not be insured and will be subject to a surcharge of £24.50.

Free shipping pack service (FSPS)

- FSPS is available solely for customers who are selling their guitars/ equipment to Buy My Guitar
- FSPS cost is £20.00 including free delivery - paid back in full on the return of the box
- Two box sizes are available dependent on the size of the guitar you are sending
- Box internal dimensions will be outlined before you purchase. It is your responsibility to ensure the box you order is the correct size for your guitar, ordering the wrong size will result in no refund being paid
- Used boxes may be supplied
- Box must be returned in usable condition
- Box must not be cut, folded, flattened, or incur any other modifications that could affect its future use
- 5m of bubble wrap, 1 roll of brown parcel tape and Instructions are supplied with each order

- When using our FSPS, it is your responsibility to ensure your equipment is packed safely. If your equipment needs extra packaging (bubble wrap, rolled up newspapers etc), you must provide this
- Shipping insurance will be void if equipment is deemed to be packed unsuitably
- Buy My Guitar reserves the right to refuse FSPS at any time

Packaging your own equipment

It is the responsibility of you the seller to make sure your equipment is packed safely and securely for the duration of the delivery to our premises. If when your equipment arrives the packaging is unsecure and unsafe, photographic evidence will be taken before the equipment is opened and if necessary, video evidence will be taken also. It is up to the discretion of the Buy My Guitar team to decide whether the packaging was suitable for the equipment concerned. If the packaging turns out to be inadequate, Buy My Guitar can not be held responsible and will not be held liable for such damage.

Unsuitable or unsecure packaging means, a piece of equipment that has been exposed to the edge of the packaging. There should always be enough packaging (bubblewrap or the like) between the equipment and the edge of the packing box. This will allow the packaging to cushion any small impacts that may occur during the course of delivery.

Valuations and Re-Negotiation

The value of your equipment will be agreed between you and the Buy My Guitar team. We will provisionally value your equipment based purely on the description you give. If you are satisfied with the provisional valuation and decide to sell we will give your equipment a full inspection.

On receipt of your equipment at our premises, a full inspection of your equipment will be carried out by the Buy My Guitar valuation team and provided your description is accurate, we will process your payment. The valuation team may need to take necessary steps to authenticate certain instruments or equipment. If the Buy My Guitar team decides your equipment has been described incorrectly, the valuation team will contact you with details of the discrepancy and you will be given the option of agreeing a revised figure, or returning your item back too you, at your cost.

Payment options

Upon agreement of a final price your payment will be processed within 24 hours. We offer a range of payment options.

Direct Bank Transfer, varies from bank to bank, usually, 2hrs but can take upto 5 days. We cannot, under any circumstances, recall or reissue bank transfer payments once they have been made.

PayPal payment is also offered but PayPal charges will apply and Buy My Guitar can not and will not be held responsible for these charges.

Cash payments after valuation at the Buy My Guitar premises.

Postage options for items bought by Buy My Guitar

Let us arrange the courier for you (recommended). This will be a tracked and recorded service with full insurance. You must pack your equipment securely and safely (see Packaging).

Items will be collected by Free of Charge. See Free Nationwide Collection Service.

Arrange your own delivery. We strongly recommend that any deliveries arranged by you include tracking and insurance. Proof of postage is recommended for any item. Buy My Guitar can not be held liable for any item posted by you that is lost or damaged in transit.

For large collections, a Buy My Guitar representative will visit (subject to location).

You can visit us at our premises. (Visits are strictly by appointment)

Return Equipment Charges

If, on the unlikely occasion a deal is not agreed between Buy My Guitar and the seller, equipment may need to be returned. This will be done at the cost the seller. The cost of return must be paid before any equipment can be returned. This cost will depend on the size and weight of the equipment in question. Suitable steps will be taken to make sure any returned equipment has a tracked and insured delivery and Buy My Guitar will not be held liable for any lost or damaged equipment. It will be the responsibility of the courier to pay for lost or damaged equipment.

Return charges will be charged at current courier rates plus £9.99 packaging and admin charge plus any necessary insurance costs.

Prices are subject to change at any time.

Delivery Damage and loss for items purchased by Buy My Guitar Including Part Exchange items

If you are organizing your own delivery, we highly recommend tracking and insurance. We can not be held responsible for any equipment that arrives to us in a condition significantly other than the one agreed in our initial valuation. Buy My Guitar can not be held liable for any equipment that has been lost, broken or damaged in transit when the delivery has been arranged by you.

If Buy My Guitar has arranged delivery from your premises to ours, you will be given the option to pay insurance for the delivery. We recommend you pay the insurance. By not paying the insurance, you agree that if any damage occurs in transit, Buy My Guitar can not be held liable for such damage. Insurance is charged at £6.00 and covers your equipment up to £1500.00 value. Standard insurance is included up to £240.00 for a typical 2kg-20kg consignment.

If an insurance claim is required and Buy My Guitar has arranged the delivery, Buy My Guitar will make a claim on your behalf for any lost or damaged equipment.

Ownership

Buy My Guitar does not deal in stolen equipment. We work with local crime prevention authorities and if we feel we need to ascertain proof of ownership, we are within our rights to take necessary steps to confirm that a piece of equipment is not stolen. If it is proven that a piece of equipment is stolen, we will inform the correct authority and steps will be taken to return the property to the rightful owner and prosecution may follow.

Events Outside Of Our Control

We will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations under a contract that is caused by events outside our reasonable control or due to our compliance with any applicable laws or regulations.

General Terms

Buy My Guitar reserves the right to refuse any equipment.