

Returns Policy

Your consumer rights are not affected and we offer a 14 day change of mind returns policy. We take great care in preparing clients pianos and never expect a return. We would always endeavour to make any repairs before a return is considered. With our 70 years established experience there is very little we cannot repair on a piano. As time elapses the amount of refund diminishes and wear and tear becomes a consideration if returns are requested.

Transport costs are paid by the returner/client at no expense to Dorset Pianos. It is not Dorset Pianos responsibility to pay for returned pianos transportation.

Returned pianos transportation will only be made by our own in house transport company who have the necessary skills, experience, insurance and equipment required to secure the safe transit of our piano. Payment for returns is required up front and would be invoiced ahead of time and paid in full.

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Instructions for return.

1. We kindly request that you return the piano within 30 days from the date of this email to facilitate your full refund. If the piano is not returned within this timeframe, a weekly charge of 2% of total value will be applied until it is returned. The amount is calculated based on a piano valued at time of purchase, specifically at a rate of 2% per week.
2. Pickup on a mutually convenient day; specific times cannot be provided until the day of the pickup.
3. Transport company will document any cosmetic imperfections before handling the piano and will be happy to point these out to you on the day of pickup. We acknowledge any faults at the time of sale, but this will be noted for our records. The documentation by the transport company is solely to protect their transport responsibilities and does not substitute for our workshop review.
4. Once we have assessed the piano in our workshop, we will determine whether it is in fair condition, taking into account any previous known faults and normal wear and tear.
5. If any cosmetic faults are discovered that were not present at the time of sale and were not incurred during return transit, we will agree on a fair charge for remedial work.