

# StarsMusic.fr

## RETURN FORM

Please attach a copy of your invoice

FIRSTNAME \_\_\_\_\_

LASTNAME \_\_\_\_\_

EMAIL \_\_\_\_\_

PHONE NUMBER \_\_\_\_\_

ORDER NUMBER \_\_\_\_\_

INVOICE NUMBER \_\_\_\_\_

All fields are mandatory to proceed your return.

The right of return will only be valid for products that are:

- Complete
- In mint condition
- With their original packaging, accessories and manual.

The right of return will not be accepted for:

Personalized products following a special demand of the customer as well as products sold as result of a clearance sale, softwares, audio or video recording products when the protective film has been removed.

Products sold on the Star's Music website benefit from a guarantee, as specified on the invoice.

Products which are NOT covered by the guarantee are:

- Coils and woofers of speakers damaged by an unsuitable amplification
- Vacuum tubes (except when specified)
- Fuses, accessories and expendable products
- Reading and recording heads
- Needles and pickup systems as well as any elements whose wear is directly due to its use.
- Products which general state and malfunctions results of unsuitable use
- Products connected to a power source other than those specified in the manual
- Products damaged by water, shocks (physical or electric) or temperature/hydrometry gaps.
- Missing or broken pieces (potentiometers, handles...)
- Products opened without validation of the Star's Music customer service.

Add the filled out return form  
as well as a copy of the invoice

in the package

Send the package to:

**STAR'S MUSIC**

**76, rue du Capitaine Guynemer  
92400 Courbevoie France**

## RETURNED PRODUCT

ONE FORM PER PRODUCT

Please note that the products you decide to return must be in a perfect state, in their original packaging with their accessories and/or notice. Items and packages returned incomplete, damaged, or soiled will not be accepted.

BRAND \_\_\_\_\_

DENOMINATION \_\_\_\_\_

SERIAL NUMBER \_\_\_\_\_

## REASON FOR RETURN

(check the corresponding box) :

TO HAVE A REFUND

FOR AN EXCHANGE I WOULD LIKE THE FOLLOWING MODEL :  
BRAND \_\_\_\_\_

DENOMINATION \_\_\_\_\_

I DID NOT RECEIVE THE RIGHT PRODUCT

FOR REPAIR (COVERED BY GUARANTEE)

FOR REPAIR (NOT COVERED BY GUARANTEE)

THE PRODUCT WAS DAMAGED DURING THE  
TRANSPORT (please send a copy of the transporter receipt)

ADDITIONAL INFORMATIONS :

.....  
.....  
.....  
.....  
.....

DATE :

SIGNATURE :