

Right of Withdrawal – Product Returns

This form outlines the conditions of the right of withdrawal accepted by the consumer when placing their order on the website <https://instruments-du-monde.com/>

In accordance with the French Consumer Code (Article L. 221-18), you have the right to withdraw from the purchase of a product on the online store <https://instruments-du-monde.com/>. This right does not apply to all personalized products or all digital products offered for sale on this store, as stipulated by French law.

Preliminary Information:

Use of this form: Simply returning the order without using this form or refusing delivery is not sufficient to express a desire to withdraw. Therefore, you must complete this form and send it within the specified time frame to secretariat@instruments-du-monde.com. **This form must be included inside the return package along with the items to be returned.**

Calculation of the withdrawal period: This period is 14 days from the day after receipt of the order. **After this period, no request will be processed.**

Returning the product(s): Once this form is submitted within the allotted time, three possibilities remain:

1 – The order has already been received. **It must be returned within the specified timeframe.**

2 – The order is in transit. It must be awaited for delivery before being returned **with a new shipment within the specified timeframe**. Simply refusing delivery does not guarantee the return of the products and will not be accepted.

3 – The order has not yet been shipped. The order will be canceled and an immediate refund issued.

Return costs and procedures: As stipulated by French law, **return shipping costs are the responsibility of the consumer**. Once this form has been sent to the email address provided, you have 14 days to return the order using the carrier of your choice. After this period, the package will be refused. Please keep the carrier's proof of postage until you receive the package.

Signature

If the return package is lost by the carrier, Instruments du Monde cannot be held responsible and no refund will be issued. Therefore, we strongly recommend purchasing loss insurance to cover the value of your order. Returns from a collection point are not accepted.

The customer is informed that the return address is not necessarily located in their country of residence. Instruments du Monde ships worldwide and cannot guarantee delivery to the country of residence for all customers.

According to the general terms and conditions of sale accepted at the time of purchase and freely accessible, French law applies in the event of a return, cancellation, or any dispute. No laws from any other state or country will be considered. If the return originates from a country other than France, the consumer must ensure that they pay in advance all customs duties, taxes, or any other sums demanded by the French authorities for the package to cross the border. Any return originating from a country other than France that incurs costs for Instruments du Monde will be systematically refused and left at the disposal of the shipping company chosen by the consumer for return to the sender. The value of the package declared to customs must under no circumstances be minimized and must correspond to the value shown on the invoice provided at the time of purchase. Any return whose value has been minimized will be systematically refused and left at the disposal of the shipping company chosen by the consumer for return to sender. In both cases, Instruments du Monde cannot be held responsible if the shipping company fails to return the package to the customer.

Refund: Once the order is received, the refund will be issued via the same payment method used for the purchase. In accordance with French law, shipping costs paid for the initial order cannot be refunded.

Product Condition: To be eligible for a return, the item(s) must be undamaged and in the same condition as when received. The return must also be made in the original packaging to be eligible for a refund.

Practical Instructions: Here are the steps to exercise your right of withdrawal if your order has already been shipped:

- Receive the order
- Inform Instruments du Monde of your intention to exercise your right of withdrawal by emailing secretariat@instruments-du-monde.com within the specified timeframe.
- Ship the order to the following address, keeping the tracking number provided by the carrier: Instruments du Monde, Retour – 1er étage face, 14 avenue de l'opéra, 75001 PARIS FRANCE.

Signature

- Send the tracking number and the name of the carrier to Instruments du Monde by email at secretariat@instruments-du-monde.com
- Pay any customs fees before or after the order crosses the border into France.
- Please wait up to 14 days for the Instruments du Monde store to verify your order before issuing a refund. If the order is not in its original condition and packaging, you will be offered the option to collect it. In this case, you will need to provide a new shipping label at your own expense.

Heavy and bulky items: As an exception, **heavy and bulky items may not be accepted at our headquarters located at 14 avenue de l'Opéra, 75001 Paris, due to limited storage space.**

Therefore, for the products listed below, please contact the office directly at secretariat@instruments-du-monde.com. They will either instruct you to return the order following the procedure described above or provide a return label to an Instruments du Monde warehouse in France. The chosen carrier will be UPS or Chronopost, at the discretion of Instruments du Monde. The cost of return shipping via this method will be deducted from the customer's refund. Any shipment of a heavy or bulky item directly to the company headquarters without prior contact will be systematically refused and returned to the sender. Below is a list of the products concerned:

- Djembes exceeding 40 centimeters in height
- Tongue drums, Tibetan singing bowls, and Taoist singing bowls exceeding 40 centimeters in diameter
- All handpans

Withdrawal Form:

Order No.:

Last Name:

First Name:

Full Address:

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Phone Number:

Email Address:

Signature

Products concerned by the return:

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To improve our customer service, could you please tell us in a few lines why you wish to return the item:

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I acknowledge having read all the preliminary information located on the first, second, and third pages of this form and agree to abide by it.

Date and signature