soundabout
make music change lives

Returns and Refunds Shop Retail Policy

If you are not satisfied with an item purchased, please return the goods to us in the condition in which they were purchased:

- with the order email confirmation and order number, if applicable
- within 14 calendar days
- the item must be returned in the same condition as when purchased

Upon return of the item and if we deem that all conditions set above have been met, we will offer an exchange or refund.

Return fees will be at your expense. Refunds on resonance boards are at Soundabout's discretion, and we reserve the right to make a charge should the item require collection. The collection charges will be withdrawn from the refund.

All sales are made by credit/debit card or bank transfer and will be refunded back to the customer's credit/debit card or bank transfer.

What items are you unable to refund or exchange?

We can't give refunds or exchanges on travel mugs, water bottles, ready-to-go courses, training memberships and gift cards.

What if I change my mind?

We're happy to exchange or refund most items within 14 calendar days of the purchase date. Any refund or exchange is offered entirely at our own

discretion and all items must be returned in the same condition as when you purchased them and as set out above.

28th May 2024