

Return Policy

For US and Canadian customers, returns are not accepted without prior authorization unless you have arranged for a trial period. To learn more about our audition program, [click here](#), or contact The Flute Loft. All merchandise must be returned undamaged and in the same condition that they received it. If UPS or another carrier has damaged your shipment, please save all wrappings and contact your local carrier. YOU must file a claim with your local carrier, not The Flute Loft. Please DO NOT send the damaged package back to us, since the claim must be made by you.

Please complete all requests for exchange or return within 7-days of receipt of instrument. To qualify for a refund, less the cost of shipping both ways, merchandise must be returned within 7-days of receipt of instrument. Please note that after this date, instruments cannot be returned for any reason. When returning items, please use the original packaging and boxes to return the merchandise.