

Return policy:

- For wrong deliveries, evidently caused by Grahl & Nicklas, exchange or full refund will be granted. We will also refund the return shipping costs which will be compensated for the cheapest manner of delivery.
- Non stock orders are non-refundable and non-returnable unless an agreement was made with Grahl & Nicklas.
- Articles, with the right to return, may be returned within 60 days from date of invoice. Defective or damaged articles are non-refundable or non-returnable.
- New stock type articles will be credited at goodwill after prior consent. Soiled, damaged, priced or labelled copies as well as editions out of print or available as new edition will not regarded as new.
- A handling charge of 10% of the net price will be credited on the Christmas music sheets to be returned by January 31 of the following year.
- Choral scores and orchestral parts are non-returnable.
- If the return form ist not complete (especially the number of the invoice or delivery note is missing) a handling fee of 5 € will be charged. Surely this does not apply to the wrong deliveries by Grahl & Nicklas or defective copies.