



Instructions for sending your recorder for repair – from outside the European Union:

Recorders which need a service or repair can be send to us as follows:

You can either hand in your recorder to the music shop where you bought it and request that it should be returned to us for repair, or you can send it directly to our workshop in Fulda/Germany.

Please read the following instructions carefully before sending off your instrument!

If you live outside the European Union, please enquire at your local customs office which documents will or won't be required to send your recorder as "temporary export – return to maker for repair" to Germany. An announcement (written or verbal) at your local custom office can save custom and post fees or even avoid fees at return shipment.

Either way, please contact your customs office to find out what documentation will be required in order to comply with the relevant regulations on the export and re-import of a repair shipment.

Shipment instructions

Our postal address:

Conrad Mollenhauer GmbH
Recorder Clinic
Weichselstrasse 27
36043 Fulda
Germany
Fon: + 49 661 94670

Please include the following paperwork in your package:

1. Copy of purchase/invoice: A copy of the invoice for your recorder – it is necessary and important for customs clearing and insurance. If you no longer have an invoice for your recorder, please, tell us how old your instrument is and estimate a realistic price. You can describe these terms in a letter or in our description form (point 2).
2. Description form: We need a description of the problems you have with your recorder. You can also use our repair form: <http://www.mollenhauer.com/images/stories/PDF/Work-required.pdf>
3. For future return: We need your complete contact data: Surname, Name, Street/No., Postal Code, City, Region, e-mail and Phone number. We will return your recorder after repair via regular Post (Economy or Premium Service).

Shipping method:

We recommend that you send your instrument via the normal Postal Service. Our experience with the Postal Service handling packages marked "Musical instrument returned to maker for repair" has been very good. Other Shipping or Express Services may not handle 'return for repair' consignments – it may therefore happen that the return is interrupted or arrives with delay and customs clearing costs for us. (Please note that all duty and fees incurred on inbound shipments will be billed to the sender.)

Please check the liability limit of your postal item! If necessary please uprate the transport insurance.

If you adhere to these guidelines, returning an instrument for repair should not be a problem for you, or for us to receive it. We are looking forward to receiving your recorder for service. Thank you for the confidence you have placed in us.