



Posting Your Instrument

Last Updated on 19 June 2024.

If you choose to courier your instrument to us, please email us first at sales@lcwb.com.au so we know we can expect it.

IMPORTANT:

Please use a TRACKED shipping service and email us the tracking number.

We recommend using a reputable courier. We use StarTrack Express and CouriersPlease and have generally been very happy with their service. Australia Post is an other suitable option, though they cannot ship large instruments.

Send your instrument in its hard case and pack it well:

- Include plenty of identification.
- The instrument should not move around in the case. If you feel it is moving (even slightly), gently wrap some tissue paper around the parts of the instrument for more security. Be careful not to bend any keys and do not use so much tissue paper that you now must force the case closed; it should still close easily.
- Wrap your entire case in a layer of bubble wrap. Tape the bubble wrap with packaging tape.
- Place the case in a (preferably new) box and add packing material on all sides.
- The case shouldn't move around in the box. Use plenty of packing peanuts, air pillows, or bubble wrap. If you close the box and shake it but you still hear the case moving around, you need to add more packing material.
- Close the box and seal it with at least 2 layers of packing tape.
- Send it to Leisure Coast Wind & Brass, 296 Keira Street, Wollongong NSW 2500.

Please note:

- Insurance is your responsibility. Leisure Coast Wind & Brass cannot and will not be held liable for any damage to or loss of your instrument during shipping.
- The cost of having your instrument sent back to you will be reflected on your invoice and is to be paid in full by you.