

## Frequently Asked Questions

### Why should I sell my equipment to Gear4music?

Selling to Gear4music is very straightforward, and much easier than selling privately via well-known marketplace websites.

Just find your item on Gear4music, accept our offer, package the item, and we'll collect it from you if required - that's it!

- We'll tell you how much you'll get before you sell.
- We'll arrange to collect the item from you, ensuring its journey to us is fully insured.
- Once we receive your gear, we'll let you know.
- When the item has been checked and verified, within a few days you'll get paid!

### What types of equipment can I trade-in?

Any product on Gear4music showing a 'Trade-in Your Gear' button.

We are working hard to expand what can be accepted for trade-in, so if your item isn't available to trade-in yet, please do keep checking back.

### Is there anything you can't accept?

At the moment we can only accept items in excellent or good condition, and full working order.

Some types of products such as in-ear headphones, cannot be accepted for trade-in, and products with a new retail price of under £85 are currently excluded.

### How can I tell if an item's available to trade-in?

There are two ways you can see what's available to trade-in:

5. Use the trade-in specific search at the top of this page.
6. Look on the product page. Items that can be traded in show a ***Trade-in Your Gear*** button that starts the trade-in journey.

### What's my equipment worth?

Simply fill out a couple of questions on the item's condition in the trade-in journey and we'll give you an offer for Cash and Credit to spend at Gear4music or AV.com.

Credit offers are always a little higher than Cash offers.

### How do I get my money?

If you select CREDIT you'll receive a credit to your Gear4music account as soon as we verify your item is in the condition stated.

If you select CASH you'll receive payment within 1-3 working days from when we verify your item is in the condition stated.