

# 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!

There's no writing of product listings or answering questions from potential buyers.

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.

In the future, we hope to offer repair and refurbishment services, and accept a wider range of item conditions.

## 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:

Use the trade-in specific search at the top of this page.

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.