

Terms and Conditions

Effective Date: October 27, 2025

1. General Information

Leb Music Gear is a Lebanon-based retailer specializing in musical instruments, audio gear, and accessories. We provide both new and used products and offer shipping services locally and internationally. By using our website, you acknowledge that you are at least 18 years old or have parental or guardian consent to complete a purchase.

We take great care to provide a reliable and transparent shopping experience. These Terms and Conditions outline the rules and responsibilities that apply to all users and customers of Leb Music Gear.

2. Product Information

We strive to ensure that all product listings, images, and descriptions on our website are accurate and up to date. However, variations in color, finish, or packaging may occur depending on factors such as lighting, batch differences, or manufacturer updates.

For used gear, we make every effort to describe the item's condition honestly and clearly, including any cosmetic wear or functional issues. We encourage customers to review all provided information carefully before making a purchase, as minor imperfections on used products do not qualify for returns or refunds.

3. Pricing and Payment

All prices are listed in U.S. Dollars (USD) unless otherwise specified. We accept multiple payment methods for your convenience, including cash, Whish Money, Suyool, OMT, and bank transfers.

Please note that additional charges may apply when paying through any method other than cash. These fees cover service charges from money transfer providers or banks and are the customer's responsibility.

Prices listed on our website are subject to change without prior notice. In the event of a pricing error, we reserve the right to cancel or adjust any affected order, with full transparency and prior communication with the customer.

4. Returns and Exchanges

We do not accept returns or exchanges for any sold product, whether new or used. All sales are considered final once the transaction is complete.

In the event of an error from our part—such as receiving the wrong product or an item that significantly differs from the agreed-upon description—we will conduct a full inspection of the case

and take complete responsibility to resolve the matter appropriately.

We encourage all customers to review product descriptions, photos, and specifications carefully before placing an order to ensure they are purchasing exactly what they want.

5. Shipping

Orders are processed and shipped as quickly as possible after payment confirmation. Shipping times may vary depending on product availability, destination, and courier performance.

We work with trusted delivery partners to ensure all items are packed and handled with care. Once shipped, customers will receive a confirmation message or tracking information (when available).

Please note that shipping fees are non-refundable, regardless of the outcome of any order inquiry or issue. We are not responsible for delivery delays caused by customs, courier errors, or external circumstances beyond our control.

6. Special & Custom Orders

Leb Music Gear proudly offers special and custom orders, allowing customers to request and import specific pieces of gear from abroad.

When placing a special or custom order, the customer is required to pay a deposit to confirm the request. This deposit ensures commitment on both sides and allows us to begin the ordering and shipping process from our international partners.

Special and custom order items may be new or used, depending on the customer's preference and market availability. We guarantee full transparency about the product's condition—including any cosmetic or functional wear—before the order is finalized.

Once confirmed, the order becomes non-refundable and non-exchangeable, as we make purchases and logistical arrangements specifically for that customer. We are not responsible if the customer changes their mind after receiving the item or decides they no longer like its condition, as all relevant details will have been clearly communicated in advance.

7. Warranty

Leb Music Gear does not provide any in-house warranty on sold items. When applicable, warranty coverage is handled directly through the manufacturer or its authorized distributor or service center. Customers are responsible for registering their product and initiating warranty claims through the appropriate channels.

We are always available to provide guidance or assistance in contacting the manufacturer, but warranty decisions and outcomes remain the sole responsibility of the manufacturer.

8. Contact Information

For any questions, concerns, or assistance, you can reach us through the following channels:

Phone: +961 81 521 076

Email: info@lebmusicgear.com

We encourage customers to reach out before making purchases if they need additional information or clarification about any product.

9. Modifications

Leb Music Gear reserves the right to modify, update, or revise these Terms and Conditions at any time without prior notice. All changes will be published on this page with a revised effective date. Continued use of our website after any such changes constitutes acceptance of the updated Terms and Conditions.