

# **TONY'S MUSIC BOX STORE POLICY**

**THANK YOU FOR SUPPORTING YOUR LOCAL MUSIC STORE! WE TRULY APPRECIATE YOUR BUSINESS!**

## **WE WELCOME FEEDBACK**

We do our best to offer you the most competitive pricing and highest quality customer service. If we are not successful in our efforts, please let us know by giving us a call: (506)458-8286 / email: sales@tonysmusicbox.ca / in writing or in person: 396 Queen St., Fredericton, NB, E3B 1B2. We welcome feedback because **we want to serve you better each and every time** you walk through our door.

## **30 DAY REFUND / EXCHANGE / CREDIT**

If you are not completely satisfied with your purchase, please return it for a **full refund, exchange or store credit** (in the amount of the original purchase) **within 30 days and with your original receipt**. Ask us to track down your receipt – we may have a record of it. All products must be **returned in their original packaging and in the same condition** in which they were purchased. **We reserve the right to refuse the return of any product** that is not in its original condition and packaging.

## **45 DAY EXCHANGE**

Customers are welcome to **exchange a product (for the same product) within 45 days of the purchase date with original receipt**. Ask us to track down your receipt – we may have a record of it. All products must be **returned in their original packaging and in the same condition** in which they were purchased. **We reserve the right to refuse the return of any product** that is not in its original condition and packaging.

## **RESTOCKING & SANITIZING FEES**

All “special orders,” products returned after 30 days, and products returned with damaged or missing packaging may be **subject to a restocking fee** of up to 25% of the retail price. Some products which need to be sanitized upon return may be **subject to a sanitizing fee** of up to 5% of the retail price.

## **NON-RETURNABLE PRODUCTS**

The following products are **only eligible for return if defective under warranty**: strings, reeds, amp/mic tubes, ear buds/earplugs, harmonicas, melodicas/melodions, various brass & woodwind instruments and accessories such as but not limited to recorders and tin whistles, mouthpieces, drum heads/skins, drumsticks and other drum accessories, violin bows, rosin, turntable cartridges, fog fluid, light bulbs, fuses, clothing/jewelry, cleaning and polishing products **and other products that may not be listed here**. Some items that are sealed in packaging **may** be eligible for return **if the packaging is unopened**. Please ask for more details.

## **SALE EVENT & CHRISTMAS RETURNS**

**All sales are final** for products included in our Harvest, Anniversary and other clearance/blowout sale events.

**Christmas gifts purchased on or after November 1<sup>st</sup>** will be eligible for return **until January 15<sup>th</sup> of the following year** with the original purchase receipt.

## **WARRANTY**

Some defective products may need to be **shipped to the manufacturer for replacement or repair under warranty**. If you need a defective product returned to the manufacturer, you may be responsible for **shipping and/or labour costs** associated with repair or replacement. Some software CDs and DVDs may be returned for store credit **ONLY** if they are sealed in their original packaging. If defective, these products will only be exchanged for the same product. There may be extensive wait times. Please ask for details.

## **BOOK RETURNS & DISCOUNTS**

Books are **not returnable for refund, exchange or store credit under any condition**. There are **some** exceptions in which you may be able to **exchange** a book if it is defective (e.g. missing pages or promotional materials) **OR** if you purchased the wrong book for a music class/course. Proof of class enrollment may be required. Sheet music is not returnable under any condition.

Teachers are eligible to receive a “**Teacher's Discount**” on books only. **Students are not eligible** to receive the “**Teacher's Discount**.”

## **REPAIR & MAINTENANCE SERVICES**

We strive to offer the best quality instrument, amp and equipment repair & maintenance services. In order to do so, we ask that our customers understand the following: **Our store and staff are not responsible for** a) **damage** sustained by a customer's instrument/gear **prior** to submitting it for *Tony's* services **and** after pickup. The customer is responsible for checking over their instrument/gear **before** submitting it and making our staff aware of all damage(s) and/or concerns; b) We are not responsible for any **accessories** submitted with instruments/gear. Please do not include accessories with your instrument/gear unless necessary for the completion of a repair/service; c) **We are not responsible for any instruments/gear left at our store for over 90 days**; d) **Costs are not listed on initial work order receipts**. Please ask our staff to include **all** costs on your initial “pickup receipt” if you need to know the final cost **prior** to pick up. If you are concerned about final costs of a repair/service, please ask our staff to advise you **before** the repair/service is completed. All repair and maintenance **service prices are based on a \$60 per hour labour rate**; e) Customers **must show their pickup receipt or photo ID** when picking up their instrument/amp. Please let us know if you will have someone else pick up your instrument/gear for you.

## **RENTALS**

Customers are responsible for returning all rental products in the **same condition** in which they were rented. If any rental products are **returned damaged or in a significant mess**, the customer may be **responsible for repair, replacement and/or cleanup costs**. If there are **products missing** from a rental return, the customer will be held responsible for **replacement costs**. All rentals must be **returned on the date specified** on the rental contract. **Late fees** may be applied for late returns. If a customer rents any product that is defective or damaged prior to pickup, that customer will receive a refund appropriate for the situation. See our rental department staff for more details.

## **LAYAWAY PLAN**

Customers are welcome to take advantage of our **2 MONTH** layaway plan. We require a **30% deposit** to activate the layaway plan. The layaway **must be paid in full by the end of the 60 day layaway period**. Layaways that are canceled **within** the 60 day period are subject to a **20% restocking fee**. Layaways that are canceled **after** the 60 day period are subject to a **30% restocking fee**. Restocking fee is based on the product(s) selling price before taxes.