

## **RETURNS AT METROPLEX PIANO ARE QUICK, EASY AND CONVENIENT**

Need to make a return? No problem! At Metroplex Piano, we are dedicated to your satisfaction. We have made it our mission to make the returns process as quick, easy, and convenient as possible. When you purchase with us, you're backed by our Metroplex Piano Guarantee. So how does it work?

### **THE BASICS**

30 Days - All Metroplex Piano orders are protected under our 30 Day Metroplex Piano Guarantee. If something isn't right with your order, you are covered!

Keep the Boxes - In order to make this process as easy as possible, be sure to keep all boxes and packing material for the first 30 days. This will really speed things along so you can get your exchange or refund fast!

Worn Packaging - If your order shows up looking less than perfect, don't worry! Go ahead and accept that package and open it up. Every package we ship is designed to be handled, loaded and unloaded from trucks, and still keep the contents free from damage or any other problems. Always receive the package and if you're unsure if you should open it, give us a call! If a package is refused and our team finds no damage upon inspection, it is considered a Satisfaction return.

Condition - We're more than happy to help with your return, so be sure that everything is in "new" condition. Returns without original boxes/packing materials or that show any abuse or unusual wear may be refused or subject to a restocking fee. Contact us right away so we can get that product off your hands!

Refunds - We'd love to help you find the right product and keep you playing music! But if you'd like to return your order for a refund, those refunds will be issued in the same method as the original payment. Our team processes refunds as quickly as possible, but please allow a few business days after the return has arrived for the refund to be processed. If you received a promotional gift card as a part of the purchase being returned, that gift card will be voided. If the promotional gift card was used prior to the return, the amount of the promotional gift card will be deducted from the refund.

### **Shipping Damage**

Shipping damage is extremely rare, but if it happens to you we've got you covered under the Metroplex Piano Guarantee! Contact us and we'll get the process started right away! Here's what that process looks like:

- Once you've inspected the package and determined there has been shipping damage, reach out to us at 972-388-1130 to get started. We will reach out with some options, including exchanging it for a new unit at no cost to you, keeping it for a partial refund, or returning for a full refund.

- If you're returning the damaged product, we'll cover the shipping costs! Pack up the order and we will either provide return labels or arrange for pickup, depending on the original shipment method.
- For exchanges, we want you playing music again as soon as possible. Instead of waiting until the return arrives back to our warehouse, we will release your replacement order as soon as the return is on the way back.
- For refunds, our team will check in and inspect your order as soon as it hits our dock. Once they are done, we issue the refund!

### **Defective Units**

We only stock products from the most reliable manufacturers who do an excellent job with quality control. While the occasional defective unit does ship, Metroplex Piano has got your back! Contact us and we'll get the process started right away! Here's what that process looks like:

- Let's troubleshoot first! Reach out to us at 972-388-1130 so we can work with you to confirm the defect. We don't want you to have to go through the effort of unnecessarily packing up your order! We can do most basic troubleshooting, but we may refer you to the manufacturer's tech support to confirm the defect.
- Once it has been determined the product is defective, we will reach out to give you some options, including exchanging it for a new unit at no cost to you or returning for a full refund.
- If you're returning a defective product, we'll cover the shipping costs! Pack up the order we will either provide return labels or arrange for pickup, depending on the original shipment method.
- For exchanges, we want you playing music again as soon as possible. Instead of waiting until the return arrives back to our warehouse, we will release your replacement order as soon as the return is on the way back.
- For refunds, our team will check in and inspect your order as soon as it hits our dock. Once they are done, we issue the refund!

### **I'm Not Satisfied**

- If you're not satisfied with your order, you're covered under the Metroplex Piano Guarantee! Contact us and we'll get the process started right away! Here's what that process looks like:
- Reach out to us at 972-388-1130 and let's talk about what you didn't like and what you were looking for!
- We will reach out with some options, including exchanging it for a different unit, returning for credit on account, or returning for a refund.
- For exchanges, you are only responsible for the return shipping cost. Pack up the order and we will either provide return labels or arrange for pickup, depending on the original shipment method. We'll work with you to get a replacement order set up to get you what you're looking for!

- For credit on account, you are only responsible for the return shipping cost. Pack up the order and we will either provide return labels or arrange for pickup, depending on the original shipment method.
- If you're returning a product for a refund, you are not responsible for any restocking fees! You will be responsible for the amount Metroplex Piano paid to ship it to you and the return shipping cost. This total amount will be deducted from your refund. Pack up the order and we will either provide return labels or arrange for pickup, depending on the original shipment method.
- For refunds and credit on account, our team will check in and inspect your order as soon as it hits our dock. Once they are done, we will issue the refund or the credit!

### **Are There Any Non-Returnable Items?**

We do our best to take care of all our customers who would like to return an item, but there are a few items we cannot take returns on. If you'd like to return one of these items, contact us at 972-388-1130 and we'll talk about your options.

- Special Order items\*
- Headphones/Microphones or any other product where hygiene is a concern
- Software
- Books/Videos/CDs/DVDs
- Used Items

\*Special Order Items are only eligible for return if the product is damaged in transit or confirmed defective with the manufacturer