PIANO SOLUTIONS TRADE-UP PROGRAM

Terms and Conditions

Sunset 2K LLC, doing business as Piano Solutions

(317) 582-1946 · Sales@PianoSolutions.net · pianosolutions.net

Last Revised: October 11, 2026

1. PROGRAM OVERVIEW

Sunset 2K LLC d/b/a Piano Solutions ("Piano Solutions," "we," "us," or "our"), offers the Trade-Up Program as a discretionary customer benefit designed to assist our clients in advancing toward improved instruments as their musical skills grow. The Trade-Up Program allows eligible customers to apply trade-in credit toward the purchase of a qualifying replacement instrument.

This program is a discretionary benefit and does not constitute a contractual obligation or vested right of any customer.

2. PROGRAM ADMINISTRATION

The Trade-Up Program is administered solely by Piano Solutions. All determinations regarding eligibility, instrument condition, trade credit value, and program participation are made at the sole and final discretion of Piano Solutions. These determinations are final and binding.

3. ELIGIBILITY

The Trade-Up Program is available exclusively to:

(a) The original purchaser named on the purchase receipt; and

(b) Members of the original purchaser's immediate or extended family, limited to spouse, children, siblings, and parents.

The Trade-Up Program is non-transferable to unrelated third parties and may not be assigned, gifted, bartered, or sold. Proof of family relationship may be requested at Piano Solutions' discretion.

The Trade-Up Program applies only to instruments purchased from Piano Solutions. Instruments originally purchased elsewhere are not eligible for the Trade-Up Program, regardless of brand, age, or condition.

If you own an instrument that was not purchased from Piano Solutions and would like to upgrade, Piano Solutions offers both consignment and trade-in services to help you move toward a qualifying instrument. Please contact us at (317) 582-1946 or Sales@PianoSolutions.net to discuss your options.

4. TRADE CREDIT CALCULATION

Trade credit is calculated as follows:

- The trade credit applied toward a qualifying replacement purchase is equal to the net purchase price paid for the instrument only, as reflected on the original purchase receipt.
- For the avoidance of doubt: trade credit is based solely on the net amount paid for the instrument itself. Amounts paid for accessories, cases, benches, delivery, installation, tuning services, extended warranties, maintenance plans, or any other goods or services are expressly excluded from the trade credit calculation, even if those items appear on the same receipt.
- "Net purchase price" means the actual amount paid by the customer after any discounts, promotions, or price adjustments — not the retail list price or any amount attributed to services or accessories.
- To receive full trade credit, the customer must purchase a replacement instrument at a price equal to or greater than double (2x) the net instrument trade-in credit amount.
- In cases involving multiple prior trade-up transactions, only the net instrument purchase amount of the most recent qualifying purchase is considered.

- Trade credit has no cash value and may not be redeemed for cash, store credit, or applied to any purchase other than a qualifying replacement instrument.

5. QUALIFYING INSTRUMENTS AND TRADE PERIODS

Trade-Up eligibility is subject to the following timeframes from the original date of purchase:

Instrument Type	Trade-Up Period
Acoustic Pianos	Lifetime of the instrument
Acoustic Guitars	2 years from date of purchase
Digital & Hybrid Pianos	3 years from date of purchase
Electric Guitars	1 year from date of purchase

These timeframes are measured from the original purchase date reflected on the qualifying receipt. Instruments not listed in the table above are not eligible for the Trade-Up Program unless expressly approved in writing by Piano Solutions management.

6. INSTRUMENT CONDITION REQUIREMENTS

All instruments presented for trade are subject to an in-store inspection conducted by Piano Solutions staff.

Piano Solutions reserves the sole and final right to assess the condition of any instrument presented for trade. This determination is made at the time of in-store inspection.

Instruments exhibiting any of the following may be declined or accepted at a prorated value at Piano Solutions' sole discretion:

- Excessive cosmetic or structural wear
- Mechanical damage or non-functional components
- Evidence of improper storage, maintenance, or environmental damage
- Missing original hardware, strings, keys, or components
- Modifications that alter the instrument's original specifications
- **Evidence of pest activity:** Evidence of rodent infestation, insect infestation, or any other pest activity, including but not limited to droppings, nesting, gnaw marks, or odor.

This determination is final and binding and is not subject to external appraisal or appeal.

7. DOCUMENTATION REQUIREMENTS

To participate in the Trade-Up Program, customers must present:

(a) An original or legible copy of the purchase receipt for the instrument to be traded, showing the date of purchase, instrument description, net instrument purchase amount, and the instrument's serial number;

(b) The serial number of the instrument presented for trade must match exactly the serial number recorded on the purchase receipt. Instruments whose serial number cannot be verified against the original receipt are not eligible for the Trade-Up Program; and

(c) Maintenance records (such as tuning and service history for acoustic pianos) are not required but are strongly encouraged and may be considered favorably during the condition assessment.

Piano Solutions reserves the right to request additional supporting documentation at its discretion. Receipts that are illegible, altered, or cannot be verified may result in denial of participation.

8. PROGRAM RESTRICTIONS AND EXCLUSIONS

The following restrictions apply to all Trade-Up Program transactions:

- The Trade-Up Program may not be combined with any other discount, promotion, financing incentive, or store program.
- Some inventory at Piano Solutions may be consignment, estate, or specialty stock not part of standard store inventory. Such instruments may be excluded from accepting trades at Piano Solutions' discretion.
- Trade credit does not accumulate across multiple transactions. Only the most recent qualifying instrument purchase is considered.
- No other discounts apply to a transaction in which Trade-Up Program credit is applied.
- The program is limited to the term of operation of Piano Solutions at its current or successor location(s).

9. CONTINUATION FROM PRIOR OWNERSHIP

The Trade-Up Program was originally established by Piano Solutions, Inc., the predecessor business entity, and has been voluntarily continued by the current ownership, Sunset 2K LLC, as a courtesy to existing customers.

Pursuant to the Asset Purchase Agreement by which Sunset 2K LLC acquired the business, Sunset 2K LLC expressly reserved the right to modify and/or discontinue the Trade-Up Program in its sole discretion, and assumed no liability or obligation to continue said program.

Accordingly, no customer of Piano Solutions or its predecessor operations holds a vested contractual right to trade-in credit arising from purchases made prior to the closing date of that acquisition. All trades — whether originating from the current or prior ownership — will be evaluated exclusively under these Terms and Conditions.

10. PROGRAM MODIFICATION AND TERMINATION

The Trade-Up Program is offered at the sole option of Piano Solutions. Piano Solutions expressly reserves the right to modify, suspend, or permanently discontinue this program at any time, with or without cause.

Notice of Material Changes: In the event of material modification or discontinuation of the Trade-Up Program, Piano Solutions will provide notice by posting a prominent notice on its website at https://www.pianosolutions.net/trade-up-program.htm for a minimum of sixty (60) days prior to the effective date of the change. Website posting constitutes full and sufficient notice to all current and former customers. Continued participation in the program after the posting of a revision constitutes acceptance of the revised Terms and Conditions.

11. LIMITATION OF LIABILITY

To the fullest extent permitted by applicable law, Piano Solutions' liability under the Trade-Up Program is limited solely to the application of trade credit toward a qualifying in-store instrument purchase. In no event shall Piano Solutions' total liability under the Trade-Up Program exceed the amount of the trade credit at issue in the applicable transaction. Piano Solutions shall not be liable for any indirect, incidental, consequential, or punitive damages arising from participation in or denial of participation in the Trade-Up Program.

12. DISPUTE RESOLUTION — BINDING ARBITRATION

Please read this section carefully. It affects your legal rights.

Piano Solutions is committed to resolving customer concerns fairly and directly. By participating in the Trade-Up Program, the customer expressly waives any right to a jury trial or court litigation for any dispute arising out of or relating to the Trade-Up Program or these Terms and Conditions. All such disputes shall be resolved exclusively through the following process:

Step 1 — Direct Resolution

The customer must first contact Piano Solutions in writing at Sales@PianoSolutions.net and allow Piano Solutions thirty (30) days to respond and attempt to resolve the matter informally.

Step 2 — Mediation

If the dispute is not resolved through direct contact, either party may request non-binding mediation with a mutually agreed-upon mediator. If the parties cannot agree on a mediator within fifteen (15) days of the mediation request, either party may petition any court of competent jurisdiction in Indiana to appoint a mediator. The cost of mediation shall be shared equally between the parties unless otherwise agreed.

Step 3 — Binding Arbitration (Final)

If the dispute is not resolved through mediation, it shall be submitted to final and binding arbitration. Such arbitration shall be conducted with a mutually agreed-upon arbitrator and shall be governed by the Indiana Uniform Arbitration Act. If the parties cannot agree on an arbitrator within fifteen (15) days of the arbitration demand, either party may petition any court of competent jurisdiction in Indiana to appoint an arbitrator. The arbitrator's decision shall be final, binding, and enforceable as a court judgment.

This arbitration provision constitutes a waiver of the right to a jury trial and the right to pursue claims in court. Piano Solutions reserves all rights and defenses available under applicable law.

13. GOVERNING LAW

These Terms and Conditions are governed by and construed in accordance with the laws of the State of Indiana, without regard to its conflict of law principles.

14. CONTACT INFORMATION

For questions regarding the Trade-Up Program, please contact:

Piano Solutions / Sunset 2K LLC

Phone: (317) 582-1946

Email: Sales@PianoSolutions.net

Website: https://www.pianosolutions.net/trade-up-program.htm

15. ACKNOWLEDGMENT

By purchasing an instrument from Piano Solutions, and upon receipt of or reasonable access to these Terms and Conditions (whether provided at the point of sale, posted in-store, or available on Piano Solutions' website), the customer acknowledges awareness of the Trade-Up Program and agrees that any future participation in the program shall be governed exclusively by these Terms and Conditions, as they may be revised from time to time. Presentation of an instrument for trade or application of trade credit toward a subsequent purchase constitutes reaffirmation of this acknowledgment and acceptance of the Terms and Conditions then in effect.

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