

Dietze Return Policy

For fast, easy returns, keep your receipt. It not only ensures that you get the proper credit for your purchase, but it helps our associates process your return quickly. We will, at our sole discretion: repair it, replace it, or refund your money based upon your method of payment.

ALL DEPARTMENTS EXCEPT PRINT MUSIC

RETURNS WITH AN ORIGINAL SALES RECEIPT WITHIN 30 DAYS OF PURCHASE:

- Any purchase made by cash under \$50.00 will be refunded in cash.*
- Any purchase made by a check that has cleared the 15-business day waiting period will be refunded in cash.*
- Any purchase made by a check that has not cleared the 15-business day waiting period may be refunded as a store credit.
- Any purchase made by credit card will be refunded to the original credit card.
- Any purchase made by store credit or gift certificate will be refunded as store credit.

*Dietze Music will issue a check for refunds over \$50 (checks are issued from Dietze Music Corporate Office in Lincoln, NE).

SPECIAL ORDER MERCHANDISE:

Most special orders are non-returnable; however, some special orders may be returned, subject to a 50% restocking fee. Contact your sales associate for details.

ONLINE ORDERS:

Items purchased online through the website and returned will be credited back through our website. We are not able to apply refunds in any other manner.

A MISSING ITEM OR DAMAGED PRODUCT FEE MAY BE DEDUCTED FROM: Any product missing the original box, packaging material, contents, accessories and/or manuals; any product not in "like new" condition.

NON-RETURNABLE ITEMS INCLUDE: Labor and/or installation services; closeouts and clearance items; consumable items such as gift certificates, opened box reeds, any double reeds, harmonicas, recorders, kazoos, microphones; items that are damaged or abused; additional items on exchange list below.

NO REFUNDS - EXCHANGED FOR IDENTICAL PRODUCTS ONLY: Defective computer software; DVD and VHS videos, and recorded music; any merchandise missing the original Universal Product Code (UPC).

15% RESTOCKING FEE: All canceled layaways or layaways not picked up within 90 days.

SCHOOL RENTAL INSTRUMENTS: No refunds on any unused portion of rental payments.

PRINT MUSIC

Many of our products are easily reproducible; hence, the exchanges we do allow are designed to provide convenience to our customers while protecting our interests. Therefore,

The following items are NON-RETURNABLE and NON-EXCHANGEABLE:

Popular Music; Sacred Piano/Vocal; Instrumental Solos & Ensembles; Audio or Video Recordings; Books in combination with a recording where the seal has been broken; Christmas & Other Seasonal Music; Band, Orchestra, or Vocal Ensemble Music; Print music from downloadable music providers; Special Orders for non-stock items.

Please note:

All returns must be in mint condition and have a valid receipt. Shipping charges are not refundable.

We urge all of our customers to become aware of the U.S. Copyright Law and abide by it.

We reserve the right to refuse returns without valid receipts.