

Return/Exchange Form

IS THERE A DEADLINE FOR RETURNING SOMETHING FOR A REFUND OR EXCHANGE? The deadline for **Domestic** returns/exchanges is **30 days** from the original delivery date. The return date will be determined by the postmark on the returned package. The deadline for **International** returns/exchanges is **45 days** from the original delivery date. The return date will be determined by the postmark on the returned package. Please note that any returned order that does not meet these guidelines will be shipped back to the original recipient.

WHERE SHOULD I SEND ITEMS I AM RETURNING OR EXCHANGING? If you are not using the postage pre-paid return label on the front of this form, your package should be addressed to: Returns Department, 5400 Three Notched Road, Crozet, VA 22932-3105

I WANT TO RETURN OR EXCHANGE SOMETHING THAT WAS A GIFT, CAN I DO THAT? We accept returns on orders that were purchased as a gift. Please note that a refund or any financial adjustment made on the order will be applied to the original form of payment only. If you are not the purchaser, the refund will be issued in the form of a Gift Certificate. If you are not the original customer, please include their name and zip code to help expedite the process.

WHAT IS NOT REFUNDABLE? The following items or situations are not eligible for a refund or exchange: Items that are washed or worn, undergarments, swimsuits or bikini bottoms, opened CDs, cassettes, videos, DVDs, perishable goods, and digital downloads.

WHAT FORM WILL MY REFUND TAKE? All refunds will be credited to the original payment source. If the original payment source is unavailable we reserve the right to issue an electronic gift certificate and transmit it to the email address provided when the order was placed, or to issue a refund check to be mailed to the billing address provided on the order.

WHO PAYS FOR POSTAGE? If you are returning damaged or defective merchandise we will pay the cost of return shipping **if you use the postage pre-paid return label on the front of this form**. International returns cannot use the prepaid label. If you are returning an internationally shipped order, please include your shipping receipt. We will reimburse you up to \$7.00 USD for shipping. The customer is responsible for postage fees on all returns/exchanges that are not damaged, defective, or the incorrect item(s) being delivered. If you use the pre-paid return label on the front of this document we will deduct the cost of return shipping from the amount of your refund. The cost deducted will be \$6.99 for the first item and \$1.50 for each additional item. If we determine at our sole discretion that the merchandise you return is not eligible for return or exchange you authorize us to charge your original payment source the applicable return shipping charge.

ARE THERE REQUIREMENTS FOR HOW MY RETURN/EXCHANGE NEEDS TO BE SHIPPED BACK TO YOU? For any returned merchandise valued in excess of \$100.00 you must send the merchandise using a traceable and insured ship method. For your convenience you may arrange with our customer service center for a call tag to be sent to you for use in shipping the package via United Parcel Service (UPS), with the cost to be deducted from your refund. All other items can be sent by a method of your choice.

WHAT IF MY RETURN IS LOST IN THE MAIL? No refunds will be issued for items not received by our returns department – we recommend you use a traceable ship method to insure successful delivery. Please be aware that the postage pre-paid return label on the front of this form is not a traceable ship method.

IF THERE IS A PROBLEM WITH YOUR ORDER, PLEASE CONTACT US AT THE TOLL FREE CUSTOMER SERVICE PHONE NUMBER OR E-MAIL ADDRESS LISTED ON THE FRONT OF THIS DOCUMENT.

ORDER NUMBER: _____

Return/Exchange may not be processed without complete information.

Returns

Please complete Table A below, re-package the items you would like to return, and send them to the address on the return label on the front of this document.

Please use one of the following reason codes for each item returned:

B CHANGED MIND **C** JUST DIDN'T LIKE **D** WRONG ITEM SHIPPED **V** ARRIVED TOO LATE
E DEFECTIVE/DAMAGED (please describe) _____ **Z** OTHER (please describe) _____

Table A

| Reason Code | Item Number | Item Description | Item Price | Line Total |
|-------------|-------------|------------------|------------|------------|
| | | | | |
| | | | | |
| | | | | |

Return Subtotal: \$ _____

Exchanges

Exchanged merchandise will ship to the same address as the original order unless you specify a different ship-to address to the right:

New Shipping Address:

| | | |
|----------|--------|------|
| Name: | | |
| Address: | | |
| City: | State: | Zip: |

Table B

| Quantity | Item Number | Item Description | Item Price | Line Total |
|----------|-------------|------------------|------------|------------|
| | | | | |
| | | | | |
| | | | | |

Exchange Subtotal: \$ _____

Exchange Subtotal Less Return Subtotal: \$ _____

Shipping Label: \$ 6.99

If using postage pre-paid label

Additional Items x \$1.50: \$ _____

If using postage pre-paid label

TOTAL DUE: \$ _____

If your TOTAL DUE is a positive number please enclose a check payable to "Musictoday" for the balance. If you originally paid with a credit card and would like to charge the remaining balance on that card please sign the authorization below.

If your TOTAL DUE is a negative number we will refund the balance to the original payment source. If the original payment source is not available we reserve the right to provide your refund in the form of an electronic gift certificate, or to issue a refund check to be mailed to the billing address provided on the order.

Authorized Signature: _____

* Please note that we can only charge the credit card that was used on the original order