

MUSICAL PIER RETURN POLICY

Last Updated: JULY 4, 2022

Thank you for your purchase. We hope you are happy with your purchase. However, if you are not completely satisfied with your purchase for any reason, you may return it to us for a full refund within 14 days. Buyer pays for return shipping. Some items are not returnable – Digital Products & Apparel (so make sure you read listing & know your size!)

RETURNS

All returns must be postmarked within 14 days of the purchase date. All returned items must be in new and unused condition, with all original tags and labels attached in original packaging.

RETURN PROCESS

To return an item, please email customer service at thopkins@musicalpier.com to obtain a Return Merchandise Authorization (RMA) number. After receiving a RMA number, place the item securely in its original packaging and include your proof of purchase / the return form provided, and mail your return to the following address:

MUSICAL PIER

Attn: Returns

RMA #

PO BOX 4069

MIDWAY, KY 40347

USA

Please note, you will be responsible for all return shipping charges. We strongly recommend that you use a trackable method to mail your return.

REFUNDS

After receiving your return and inspecting the condition of your item, we will process your return. Please allow at least 14 days from the receipt of your item to process your return. Refunds may take 1-2 billing cycles to appear on your credit card statement, depending on your credit card company. We will notify you by email when your return has been processed.

EXCEPTIONS

The following items cannot be returned:

- Digital Products
- Apparel
- Anything not in its original condition at time of shipment

For defective or damaged products damaged in shipping, please contact us at the contact details below to arrange a refund or exchange.

Please Note

- A \$15 restocking fee will be charged for all returns \$100 or over.
- Sale items are FINAL SALE and cannot be returned.

QUESTIONS

If you have any questions concerning our return policy, please contact us at:
thopkins@musicalpier.com