

## **Refund Policy & Shipping Information**

### **Refund Policy for Music with Mar., LLC**

Music with Mar. accepts returns on damaged items to include puppets, instruments and physical CDs.

Upon receipt of the damaged materials, Music with Mar. will refund the amount paid plus the initial shipping and handling charges and send a new product.

Customer is responsible for paying the shipment to return the items; Music with Mar. pays the shipping to send out the replacement.

If a product is returned for reasons other than damage, there is a \$5 restocking fee.

There are no refunds for downloads. Music with Mar. will send, by e-mail, a new download if there were problems downloading from the Music with Mar. site.

### **Delivery Policy/Shipping Information for Music with Mar., LLC**

Music with Mar. ships all orders on Tuesdays, Wednesdays and Fridays.

Shipping costs are based on the weight of your products and your location.

All shipping is done through the United States Postal Service with Standard delivery.

Tracking numbers may not be available through USPS.

For orders outside the US, the office must be contacted and handled individually.

We are happy to accept Purchase Orders from School Districts and Government Agencies.

1. Purchase Orders must have a **contact name** and **authorized signature**
2. Please include an **email address** for the recipient of the music/materials
3. Please include **item numbers** or attach a printed shopping cart with the signed order
4. An **authorized signature** is necessary to process the order
5. **FAX orders** to: 727 787-9372
6. Please **email order@musicwithmar.com** to **request a W-9** or other Vendor Information.