

Return Policy

Return Policy | We truly appreciate your business and want you to be 100% satisfied. If not completely satisfied with your purchase, **return it within 30 days of shipment date for a refund**, store credit, or exchange. Refunds are for the value of the equipment only, minus the cost of any applicable fees. Both outbound and return shipping are your responsibility for any item purchased. In order to increase efficiency and eliminate confusion we only accept return requests in writing via our online return form found at the "Contact Us" page of our website: <http://www.dcpianos.com/html/contact-us/>. Please choose the "Returns" subject when filling out the form. Once you complete our returns form our returns department will evaluate your return request and get back to you via email as quickly as possible. You will receive detailed instructions via email that will explain how to return your product(s). Please remember that all return requests and questions can only be addressed via email through our online form or emailing dcpianoco@gmail.com. Please allow up to 72 hours (not including weekends) for response from our returns department. During our peak return season (the few weeks following the winter holidays), please allow up to 1 week for processing of return authorizations. **PLEASE FOLLOW THE INSTRUCTIONS BELOW CAREFULLY OR A MINIMUM RESTOCKING FEE OF 25% WILL APPLY** General Return Instructions Return everything in its original condition! For a refund to be considered, items must be in original condition, show no signs of wear, and be received back within 30 days from date of shipment. Please be careful because jewelry, belt buckles, snaps and zippers can easily scratch instruments. **Include all original packaging**, accessories (e.g. power adapters, mouthpieces, etc.) and paperwork (e.g. owner's manual, warranty card, etc.). **Include a copy of the packing list; clearly indicate your reason for returning. Do not write on the original box, manual or warranty! Please do not write on the manufacturer's box, manual, or warranty card until certain you will keep this purchase.** If the manufacturer's box, manual, or warranty card are written on, a 25% restocking fee will apply upon return of the product. **Write your RA# on the outside shipping box**, NOT the manufacturer's box. Repack and double box using clear tape ONLY! Reseal the manufacturer's box with CLEAR tape only. The customer will be held responsible for merchandise until it safely reaches our store. To protect your return, double box your shipment to prevent damage, using all original packing materials. Write the RA number on the outside shipping box, NOT on the manufacturer's box. Insure package and save the tracking number! Insure the return for the full value of your purchase. Ship your items back with a trackable service like FedEx or UPS. We are not responsible if your return merchandise gets lost in the mail. Allow 2 weeks for return processing! Returns take approximately two weeks to clean and process. Credit card purchases are credited back to the original credit card. All other purchases are refunded by company check. Returning Stringed Instruments! Stringed instruments priced at \$1,999.00 or more must be returned within 10 days of shipment. Should you decide to return your product, pack your return carefully to prevent damage in shipment. **All returns must: Include a Return Authorization Number**; Be in the original packaging complete with all collateral materials such as cases, straps, cables, care kits, certificates of authenticity, warranty cards, manuals, and any other materials that originally shipped

with the instrument; Be in brand-new condition, showing no signs of wear or use such as belt-buckle or pick scratches, scuffs, dings, or scrapes on the instrument or collateral materials. **Ship to this Return Address!** Returns, RMA # D.C. Piano Co. 2416 San Pablo Ave, Berkeley, Ca, 94702. Returning Items in Perfect Working Condition. Non-Returnable merchandise: They may not be returned to us under any circumstance. Copy-protected material: Sheet music, Books, Videos, DVDs, Software, Sample Libraries, and CD-ROM's. Clothing and Apparel: Clothing (shirts, sweaters, pants, etc.), hats, stickers, promotional items, etc. Disposable products: Drumheads (including Toms, Bass Drums, Congas, Bongos, etc.), Drumsticks, Cleaning Supplies, Care Products, Rosin, Tubes, Strings. Personal use items: Reeds, Harmonicas, Pitch Pipes, Microphones, Wind Screens, Pop Filters, Ear Plugs and In-ear Monitors. Parts and modules: All instrument parts including Clarinet Barrels, Guitar Parts, Pickups, Raw Frame Speakers, Expansion Boards, Power Adapters and Sound Cards. Woodwind instruments and accessories including mouthpieces. Brass instruments and accessories including mouthpieces. Special Order merchandise. We will gladly special order any item available to us. Special order, Signature series and/or Custom order items **CAN NOT be returned**. Returning Defective special order/custom Items Call us within 72 hours for return instructions. To qualify for return shipping on defective items, you must notify us of any problems within 72 hours of receipt. Damaged or defective products can only be returned for replacement or repair. Replacement items are not eligible for return for credit. However, they may be returned for replacement or repair, should there be a defect or damage to the item upon arrival. We are available at 1-510-549-9755 Hours: Monday-Friday 9-5pm PST.

Restocking Fees. To avoid restocking fees, please follow all packing instructions listed above in the "General Return Instructions" section. Please be advised that restocking fees may apply if defect is not a result of original manufacturing process. Returning Items Damaged in Transit Your order is carefully packed to exceed UPS, FedEx, and USPS shipping requirements. If an item arrives damaged: Call us within 72 hours for further instructions. To qualify for return shipping for product replacement, you must notify us of any problems within 72 hours of receipt. Damaged or defective products can only be returned for replacement or repair. There will be no refunds on damaged or defective items. We are available at 1-510-549-9755 Hours: Monday-Friday 9-5 PST.

Replaceable parts If the damaged portion of the merchandise is replaceable without sending back the main unit, the replaceable item will be sent out at no additional charge to the customer. Repack using all original packing materials and boxes. Include all original packaging, accessories (e.g. power adapters, mouthpieces, etc.) and paperwork (e.g. owner's manual, warranty card, etc.). Repack the damaged merchandise, using original boxes and packing materials. Items missing original packaging, may not qualify for damage protection. Give package to our shipper. We will arrange to have UPS or FedEx pickup the item and carefully inspect it for shipping damage, before returning it to us. Upon receiving the returned merchandise, we will send out a replacement.

Restocking Fees. To avoid restocking fees, be sure all original contents and packaging are returned. Please be advised that return and restocking fees may apply if damage is not a result of shipping.

Delivery Refused If the carrier returns an item because it was refused or undeliverable, a 25% restocking fee will apply. If the item was shipped for free, outbound shipping fees (and tariffs and duties on international shipments) will also be charged back at the time of return.

Merchant Contact Information

D.C. Piano Co.:

- Customer Service Phone:

1-510-549-9755

- Customer Service Email:

dcpianoco@gmail.com

- Return Address for RMA:

2416 San Pablo Ave. Berkeley, Ca. 94702

Shipping:

For long distance shipping of pianos/organs or larger items, we use the services of very specialized freight companies we know and trust, we are able to offer long distance nationwide shipping for all our pianos/organs. These long distance shippers are equipped to set the instruments up in your home, and they are licensed and heavily insured. For more information about shipping a piano or similar item, please send us an email us at dcpianoco@gmail.com