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RETURN MERCHANDISE FORM

100% SATISFACTION GUARANTEE

We unconditionally stand behind all our instruments. If you need help, check out Allegro Customer Service online (<http://allegromiami.com/customerservice>) or contact a customer service representative by phone at (877) 768-7287 (available Mon-Sat 10AM-6PM).

- ☞ Please check the contents immediately against items marked as shipped on the invoice.
- ☞ Please retain all packing materials in the event of a return. Detailed instructions are on the reverse side of this form.
- ☞ For returns, please call us for your Return Authorization Number. You will need this in addition to completing this Return Form.

STEP 1 Get a RA (Return Authorization) number:

Call us for a RA number Monday to Saturday between 10:00AM and 6:00PM EST at 877-768-6880.

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STEP 2 Fill out customer information:

Date: / /

Name _____

Address _____

Suite/Apt. _____ City _____

State _____ Zip _____ Country _____

Phone _____ Invoice # _____

E-mail _____

STEP 3 How would you like us to handle your return?

Exchange Refund Account Credit

STEP 4 List item(s) you are returning, including reason for return:

Qty	Model #	Description	Unit Price	Total Price	Reason

<p>Reason for Return: (fill in letter above)</p> <p>A. Item is Defective D. Incorrect Item Shipped</p> <p>B. Item Damaged in Shipping E. I Do Not Want</p> <p>C. Ordered Wrong Product F. Other</p>	<p>Additional comments: (use for Reasons E & F)</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
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STEP 5 List item(s) you want for your exchange: (if applying for Account Credit or Refund, skip this step)

Qty	Model #	Description	Unit Price	Total Price

Payment method if an additional amount is due for the exchange or if there is a return service fee:

Certified Check or Money Order (enclosed) Visa MasterCard American Express Discover

Card Number _____ Expiry Date ____/____

STEP 6 Enclose and return:

Enclose the Return Form and a copy of the invoice along with the merchandise packed in the original manufacturer's packaging and condition they were received in (you must include all packaging materials, manuals, blank warranty cards, etc). Send your package to this address:

ALLEGRO MUSIC CENTER
Attention Returns: # RA _____
 4537 Ponce de Leon Blvd., #102
 Coral Gables, FL 33146

RETURNS & EXCHANGES POLICY

All returned items **must** include a Return Authorization Number. Call us at 1-877-768-7287 to notify us of your intent to return an item, and for return instructions. For purposes of returning items back to us, please retain the original packing materials.

30-Day Satisfaction Guarantee:

If for any reason you are not completely satisfied with any item, simply return it in its original condition within 30 days of the shipping date for a complete refund of the merchandise price, an in-house credit, or exchange for another product. If you return an item, your refund will not include the original shipping and handling costs. It is your responsibility to pay return shipping and to fully insure the merchandise you are returning. If your purchase was eligible for free shipping, the shipping cost will be deducted from your credit or refund.

You may ship your package back to us via courier or postal service. We recommend using a courier so your package can be tracked from the shipping point to our store. Remember, you are now the responsible party of the package and are taking full responsibility for the item in case of damage or loss. If the item is damaged while in transit, we will notify you, but you must file a claim with your preferred shipper. We also suggest that you insure your package for its full value. You will be responsible for return shipping charges unless your product is defective or was shipped in error.

Items that are returned must be in "as new" condition in their original packaging, with all accessories and paperwork included in the original shipment, such as owner's manual(s) and warranty card. Items must be free from signs of use or wear, and both warranty card and manual(s) must not have any writing in them. If your order was shipped to you in outer packaging it must be returned in that packaging as well as the inner box or boxes. We do not charge a restocking fee, however, returned items that do not arrive in the "as new" condition described above are subject to disqualification, depreciation due to damage or additional charges, at our discretion, to cover repair costs or reconditioning charges necessary to make the item sellable.

Damaged or Defective Items:

If you have received a damaged or defective product, we will either send a courier to your location, with a pre-printed label for the package, and all you have to do is hand them the packaged and sealed item being returned; or we will email a label that you can use to send the package back to us at no cost to you, by dropping the package off with a courier company, appointed by us.

Defective items need to be returned to us; please do not throw the broken items away. We need these items back so we can evaluate the defect and prevent this from happening with future products, and also in some cases to request a credit from our supplier. It is cheapest for you if you can use our packaging to return the item, and we will usually refund the cost for shipping defective items. Please include a receipt of the shipping charge with the defective item; this helps us greatly. If you choose not to replace the product, we normally refund the cost of the item and the return shipping. We will credit the amount to whichever method of payment you used.

We offer a one-year limited warranty on all string instruments we sell (violins, violas, cellos and basses), from the date of purchase. Any string instrument purchased from Allegro that proves defective in materials or workmanship in the first year may be returned for repair or replacement, free of charge, including shipping costs both ways. Our luthier will inspect instruments on a case-by-case basis and assess whether the damage is due to defective materials and workmanship. Allegro reserves the right to determine whether an instrument qualifies for warranty coverage, as this warranty does not cover normal wear and tear, abuse or improper care of the instrument.

All non-string instruments, including guitars, are covered by their respective manufacturer's warranty.

Return Procedures:

1. Please call us at 1-877-768-7287 to obtain a Return Authorization Number. You will need to write the Return Authorization Number on both the Return Shipping Label as well as the Return Form.
2. Fill out the Return Form included with your shipment. If necessary, you can also print the online version of our Return Form.
3. Package the item(s) carefully and with the appropriate padding. Be sure to include the Return Form with your returned item(s).
 - Do not write or tape anything on the original item.
 - Any bows returned should be untightened, otherwise you may be responsible for the cost of damage to the bow hair.
 - Make sure that any of the original shipping labels on the outside of the box are crossed out or removed.
4. Seal the box well and either legibly print or affix a return label with our address (including the Return Authorization Number) to the outside of the box.
5. You may ship your package back to us via UPS, FedEx or United States Postal Service. We suggest that you use UPS or FedEx as packages are tracked from the shipping point to our store. We also suggest that you insure your package for its full value. You will be responsible for return shipping charges unless your product was damaged, defective or was shipped in error.