

RETURNS POLICY

Our team is committed to ensuring your items arrive correctly. If you feel a return is necessary, please review our policy first so we can help provide a seamless experience. If you have questions, please call 1.800.628.5687 or email us at orders@kindermusik.com.

- Physical home material kits have been discontinued for all programs (excluding Kindermusik Musicians) and will no longer be accepted for return. The deadline to return Young Child 3 home materials is 5/31/24 and the deadline to return Young Child 4 home materials is 7/31/24.
- ONLY BOOKS, INDIVIDUAL INSTRUMENTS, AND KINDERMUSIK MUSICIANS HOME MATERIAL KITS PURCHASED BY KINDERMUSIK EDUCATORS MAY BE RETURNED and must be received within six months of the original purchase date. Materials must be unused and include intact packaging and/or hang tag if applicable. Any instrument classpacks (i.e. sets of 13, 21, etc.) must be returned as a complete set, unopened, and with original packaging and labeling. Partial sets will not be accepted for return.
- Books and instruments purchased by parents through Educator stores and/or Kindermusik International ("KI") will only be replaced if the product is defective or damaged in shipping. Refunds are not available. To receive a replacement for damaged/defective items, KI must be notified within 30 days of purchase. Confirmation of damaged product may require a picture and/or a request for return of the item.
- Any items missing from your order must be reported within 30 days of purchase. Purchaser will be responsible for shipping costs for returning items ordered in error.
- Once a book has been updated and released, returns of the previous version will only be accepted if purchased within 30 days prior to the release date.
- Props, manipulatives, classroom instrument sets (i.e. studio start up sets), promotional items, apparel, clearance, and discontinued items are not accepted for return.
- Non-Returnable items will be shipped back and shipping fees are the responsibility of the customer.* If you are unsure whether an item is returnable, please contact info@kindermusik.com prior to shipment.
- Digital assignments will not be refunded once billed.
- Please complete the return policy form section below. Include one copy of the form with return along with a copy of your invoice and keep a copy for your records. If additional space is needed, please feel free to use additional forms.
- Do not pack returns with newspaper. Returns damaged due to improper packing will not be accepted.
- Returns should be shipped using a traceable service. KI is not responsible for returns lost during shipment.
- When shipping multiple packages, mark the outside of the boxes as 1 of 2, 2 of 2, etc., and place a copy of return documentation in each box.
- Refunds will be applied to any outstanding account balance before a credit to your credit card or a check is issued.
- If refunding to a credit card, the amount will be applied to the same card used for the purchase unless otherwise specified. Refunds cannot be applied to a card not previously charged. Otherwise, we will issue a refund by check.

Return to:
Kindermusik International
237 Burgess Road
Suite C
Greensboro, NC 27409

Customer Number: _____ **Customer Name:** _____

Customer Email: _____

☐ **Refund by:** **Check**
☐ **Credit Card** . _____
(last 4 digits)

<u>Invoice Number</u>	<u>Item Number</u>	<u>Item Description</u>	<u>Qty</u>	<u>Damaged</u>	<u>Send Replacement</u>
				Y or N	Y or N
				Y or N	Y or N
				Y or N	Y or N
				Y or N	Y or N