

## **Payment methods**

Tenor Madness accepts credit cards (Visa, Master Card and Discover), money orders, cashier's checks, postal money orders (both U.S. and international), bank wire transfers or personal checks. Please note that personal checks must clear our bank (may take up to 10 business days) before we will ship your order. Tenor Madness reserves the right to refuse an order or to request payment to a method other than credit card if your shipping address is different from your billing address. Please make all checks payable to Tenor Madness and send to:

Tenor Madness  
Attn: Accounts Payable  
2855 Deere Rd.  
Waterloo, IA 50701  
USA

## **Returns, exchanges and store credit**

Merchandise returns or exchanges must be made within 7 days of receipt. Please note: Items being returned need to be shipped out within the 7 days, this does not mean it has to arrive at Tenor Madness within the 7 days. Upon receipt of the returned merchandise, we will refund your order minus all shipping and handling charges and any restocking fees. All refunds will be paid either by company check or credit card refund and are generally completed within two weeks of receiving the returned merchandise. Please make sure the items being returned are carefully packaged and fully insured. Tenor Madness reserves the right to refuse uninsured packages. Refunds cannot be processed for items that are returned in poor condition or accessory items in which the security seal or factory shrink wrap has been broken (ie: reeds, cork grease, mouthpiece patches etc). In the rare instance that an error was made when filling your order, simply contact us within 7 days of receiving the package and we will arrange to have a replacement package sent out as soon as your item arrives. Send all returns to:

Tenor Madness  
Returns Dept.  
2855 Deere Rd.  
Waterloo, IA 50701

## **Refund policies**

Tenor Madness will be happy to exchange any defective product (provided that it still exists on the retail market) for a brand new replacement in accordance with the rules stated above provided it is returned to us in otherwise new (mint) condition and retains all factory packaging and printed material in its original, unaltered condition.

Merchandise listed under our accessories category must be returned within 7 days of receipt. Refunds will be issued by either store credit for future purchases or an outright refund. A refund by store credit has no restocking fee with no refund of shipping and handling charges. An outright refund is subject to a 15% restocking fee with no refund of any shipping and handling charges. All refunds must follow in accordance with the rules stated above. The returned item or items must be in new (unused) condition and must include all factory packaging and printed material in original, unaltered condition. For in-store credit must be redeemed at Tenor Madness within one year of issue date or be forfeited.

Merchandise listed under vintage or modern mouthpieces must be returned or exchanged within 7 days of receipt. There is no restocking fee assessed when you exchange the mouthpiece for a similarly or higher priced item. In this case, you are only responsible for the difference in price and the additional shipping and handling charges. If you are returning a mouthpiece without an exchange, the refund is subject to a 15% restocking fee with no refund shipping charges. Refunds will be issued by company check or credit card refund. The returned item or items must be returned in the identical condition as when they left our store and must include all factory packaging and printed material in original, unaltered condition.

Vintage or modern saxophone and other instruments can be returned or exchanged within 7 days of receipt. We understand that in order to make a final decision that you must play-test the instrument. There is no restocking fee assessed if you are exchanging for a similar or higher priced item. Like the mouthpiece exchange policy, **you are responsible for any difference in price and any additional shipping and handling charges.** We have a one year trade-up credit on any used or vintage saxophone in which you would be responsible for any difference in price and any additional shipping and handling charges. If you are simply returning an instrument without an exchange, the returned instrument is subject to a 10% restocking fee with the minimum fee to be no less than \$50 and no more than \$275 and is calculated from the full purchase price of the item. **All shipping and handling charges are non-refundable on all returned items.** If you are returning an exchanged item the 10% restocking fee applies to the original purchase price of the exchanged item and none of the shipping charges are refundable. We will issue all refunds by credit card refund or company check. Tenor Madness will make every effort to issue a refund back to you within 14 days after we receive the returned instrument. The returned instrument must arrive back to us in the identical condition as when it was sold.

## **Cancellations**

Tenor Madness will ship an order as quickly as possible. Therefore should you choose to cancel an order after it has been placed, there is a chance that it may already be shipped out. We will try to stop your order if it hasn't already gone out. **If you wish to cancel an order please contact us immediately.**

## **Out-of-stock**

High demand and a commitment to give you the best quality products at the best prices possible will sometimes cause an item to be temporarily out-of-stock. If an item you have ordered is out-of-stock, then the rest of your order will be processed, charged and shipped out. The out-of-stock item will be backordered. Backordered items will only be charged once they are in-stock and ready to ship. Shipping for in-stock and backordered items are automatically adjusted.

## **Privacy Policy**

Tenor Madness respects your privacy and because we do require that you provide us with personal information in order to process your transaction such as: name, address, phone number, credit card, email etc., this information will not be traded, sold or otherwise dispersed in any reason other than to carry out your transaction. Only information pertinent to fulfilling your order will be disclosed to any Tenor Madness affiliate, subsidiary or payment processors, and then only the information that is strictly required.

## **Shipping**

Items will be shipped using either United States Postal Service, Fed Ex, UPS or another carrier that best fits the requirements for the product and destination.