



F.A.Q.'s - FREQUENTLY ASKED QUESTIONS

How do I become a dealer?

To be a dealer, you must fill out and sign our dealer application found in the back of this catalog. In addition, you must have a business license and a storefront. All Tennessee dealers must have a state resale license number that is valid for musical instruments and/or pro audio equipment.

Do I need to have a retail location to become a dealer?

MusicYoDirect will only grant dealership privileges to retail stores. In order to be considered a retail store the business must have a physical location with matching shipping address, tax ID number and process commercial transactions with customers in a face-to-face environment.

What is your minimum order amount?

The MusicYoDirect requires a \$500 minimum amount to ship an order.

Can I get net terms?

In order to keep price Yo-Low, MusicYoDirect accepts payment by credit card only.

Do you have Minimum Advertised Pricing (MAP)?

MusicYoDirect adheres to a strict MAP policy of 40% off list price. Any MAP violations can be reported to map@musicyo.com. MusicYoDirect's MAP policy can be found on our website at www.MusicYo.com/Direct and selecting "General Information about MusicYoDirect."

Do you drop ship?

Yes. MusicYoDirect will drop-ship for you. Additional freight charges, if applicable, will apply.

Can I advertise and sell over the Internet?

The advertising and selling of products over the Internet by an authorized retail store is acceptable. As always, M.A.P. does apply.

How quick can you ship?

When you order from MusicYoDirect, your order will typically leave our warehouse in Nashville, TN within 24-hours. (During regular business days M-F). And with our experienced packaging professionals and equipment, including the latest shipping software, we can ensure fast and safe delivery of your order.

Do you send call tags?

No. To return a product, please fill out the [Merchandise Return Form](#) to obtain a Return Merchandise Authorization (RMA) number before returning any item. This RMA number must appear on the outside of the returned package(s).

What is your backorder policy?

MusicYoDirect only accepts orders for product we have IN-STOCK and ready to ship. Therefore, we do NOT accept back-orders on product.

Do you have dealer exclusive territories?

As a general rule, no. If conflicts arise, MusicYoDirect will consider, on a case-by-case basis, factors such as customer loyalty and business volume in order to find the most reasonable solution for MusicYoDirect and its customers.

How can I become linked from your websites?

MusicYoDirect brand websites maintain a list of our active dealer network. As a service to you, we will list you in our "Find an Authorized Dealer" section on our www.KramerGuitars.com website – coming soon!

What is your warranty policy?

A warranty begins when an item is sold to an end-user. All warranties must be handled through the store the item was

bought from, so please do not have the end user contact us directly. The end-user is responsible for all freight charges with a warranty repair or exchange. If an end-user brings back an item, first make sure that it is still covered under warranty. Please verify that the item has not been modified or damaged. If the item is still covered under warranty, Please fill out the [Merchandise Return Form](#) to obtain a Return Merchandise Authorization (RMA) number before returning any item. This RMA number must appear on the outside of the returned package(s).