



Welcome to MusicYoDirect – *“Your Direct Source for Brand-Name Products”*

## MusicYoDirect General Information

**Wholesale Prices:** Other e-commerce websites are often “jobbers” or middlemen. MusicYoDirect is a TRUE DIRECT source for brand-name musical instruments. When you buy from MusicYoDirect, you are truly buying DIRECT.

**Payment:** We accept payment by credit card (Visa, MasterCard, American Express and Discover cards). Sorry, we do NOT accept personal checks, money orders, PayPal, Billpoint, or COD.

**Minimum Order:** The minimum dollar amount accepted by MusicYoDirect per order is \$500. Beyond that, there are no minimum monthly or annual requirements. We expect that when you purchase products from MusicYoDirect they will SELL and you will be back to buy more from us.

**Shipping:** No local pickups. All orders are shipped Monday - Friday via FedEx Ground or Air (your choice at the time of checkout). Shipping amounts are calculated automatically and will be shown during the checkout process.

We are unable to ship orders to P.O. boxes or APO/FPO addresses.

**Office Hours:** Our office hours are Monday - Friday, 8:00 AM to 5:00PM CST, closed Saturday, Sunday and Holidays.

**Mailing Address:** MusicYoDirect is located at:

MusicYoDirect – Customer Service Dept.  
645 Massman Dr. Suite B  
Nashville, TN 37210

**Order Acceptance:** MusicYoDirect accepts Visa, MasterCard, American Express and Discover cards. We do NOT accept personal checks, money orders, PayPal, Billpoint, etc. or COD... No exceptions. Your receipt of an order confirmation does not signify our acceptance of your order, nor does it constitute confirmation of our offer to sell. We reserve the right at any time after receipt of your order to accept or decline your order for any reason. All orders must obtain pre-approval with an acceptable method of payment, as established by our credit and fraud avoidance department. Additional information or verifications may be required before accepting any order.

**Quality Gear:** We know musical instruments and we don't sell anything that we wouldn't play ourselves! With extensive production experience, over 75 years of combined musical instrument knowledge and a passion for music, we offer you the best in quality musical instruments and accessories. All MusicYoDirect products are warranted. For details, see below.

**Customer Service:** Our dedicated Customer Service Representatives love what they do because all of them are not only trained professionals, but musicians as well. Therefore, they can assist you via email with any product questions you may have. Simply contact Customer Service or email us at [webmaster@musicyo.com](mailto:webmaster@musicyo.com) with your questions!

**Satisfaction Guarantee:** MusicYoDirect is dedicated to providing you the BEST quality merchandise and customer service possible! Therefore, if you are not completely satisfied with your MusicYoDirect purchase, return it within 30 days of the invoice date for a refund or replacement. (To return merchandise and for more details, please see our Return Procedure below.)

**State-of-the-Art Facilities:** In order to meet the growing demand for MusicYoDirect products and continue to provide our customers with the best in customer service, we have just moved into a NEW warehouse as of September 2001 located in Nashville, TN.



**In Stock & Ready To Ship:** Unlike normal retailers, we don't take orders for anything we don't have in stock. (Therefore, if the product says "sold-out" or does not appear on our website, we're temporarily out of stock.) That's why we strive to keep a HUGE inventory on-hand and ready to ship whenever you need it.



**New Stock Arriving Every Week:** Occasionally, we do sell out of product. But if we do – don't worry! We receive shipments almost every week. And, we are constantly adding brand new products and categories in order to meet your needs. So... to ensure that you don't miss out on the latest gear, please check back often! Tomorrow is always a brand new day at MusicYoDirect

## Hours of Operation

MusicYoDirect is open Monday through Friday from 8:00am CST to 5:00pm CST. (Closed Saturday, Sunday and Holidays)

## Product Pricing & Specifications

MusicYoDirect is committed to providing you with the most accurate, up-to-the-minute product information. However, please recognize that sometimes, product specifications and/or images are changed or the information is miscommunicated. If you purchase a product based upon specifications or information that was wrong, you may return the product for a complete refund. (See our Returns Procedure for complete details.) If you find any discrepancies, please contact Customer Service.

All prices on MusicYoDirect are subject to change without notice. However, if you purchase a product that experiences a price DECREASE within 7 days of your purchase date, we will offer you a CREDIT in the amount equal to the difference. To obtain this, you must contact Customer Service within the 7 day period.

## 24-Hour Shipping

When you order from MusicYoDirect, your order will typically leave our warehouse 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.

## Shipping Charges

All guitars and most amplifiers are charged a flat-rate of \$5.00 per item for standard, ground shipment. \*\*If you order a case with a guitar, there is no extra charge. \*\*If you order an accessory such as strings with guitars/amps, there is no

extra charge. Expedited shipping is charged as follows:

Rates and service charges are displayed below:

FedEx Express Saver® (3 Day)	Add \$12.95 extra per instrument or amplifier
FedEx 2Day Air®	Add \$19.95 extra per instrument or amplifier
FedEx Standard Overnight®	Add \$29.95 extra per instrument or amplifier
*Oversized Orders	Add \$15.99 extra

\*Oversized orders include certain amplifiers. Extremely heavy items may be subject to an additional shipping charge based on the weight of the shipment. \*\*Due the wide range of products and circumstances, these are general guidelines only. Additional charges may occur. In any case, your total cost will always be shown prior to submitting your order confirmation.

Typical Delivery Times are as follows:

FedEx Ground: Delivery in 1 - 5 business days.  
Delivery to Alaska and Hawaii in typically 3 to 7 business (Monday-Friday) days.

FedEx Express Saver®: Delivery within 3 business days by 7 P.M.

FedEx 2Day®: Delivery by 7 P.M. in 2 business days to most areas.

FedEx Standard Overnight®: Delivery weekdays by 3 p.m. to most U.S. addresses (by 4:30 p.m. to other areas).

## Funds/Payment

In order to keep our overhead and your prices "Low Yo", MusicYoDirect only accepts orders over the Internet. This is the fastest, most efficient and SAFEST method possible! For payment, MusicYoDirect currently accepts:

Most Major Credit and Check Cards including...

- VISA
- MasterCard
- American Express
- Discover
- Visa/Delta
- MasterCard/EuroCard

All credit card orders are subject to verification and approval by the card-issuing bank. For your protection, credit card orders shipped to an address other than your billing address are going to hold up your shipment until the address can be verified.

## 100% Satisfaction Guarantee

MusicYoDirect is dedicated to providing you the BEST quality merchandise and customer service possible! Therefore, if you are not completely satisfied with your MusicYoDirect purchase, return it within 30 days of the invoice date for a refund or replacement. (To return merchandise and for more details, please see our Return Procedure below.)

MusicYoDirect products carry the following "end-user" warranties and apply to the original owner of new product ONLY.

- Kramer Guitars: 3 years parts and labor  
(Electronics – 90 days)
- Kramer Amplifiers: 1 year parts and labor

(See warranty information included with product for limitations and details.)

## MusicYoDirect Privacy

MusicYoDirect will NOT rent or sell your name, address, email address, credit card, or personal information to any third party without your permission. However, we must fully cooperate should a situation arise where we are required by law or legal process to provide information about a customer.

However, we may share non-personal, individual, statistical or demographic information in aggregate form with our promotional partners, for research and future buying purposes.

If you have ANY questions or concerns, please contact Customer Service!

## Merchandise Return Policy

### Return Terms

MusicYoDirect is dedicated to providing you the BEST quality merchandise and customer service possible! Therefore, if you are not completely satisfied with your MusicYoDirect purchase, return it within 30 days of the invoice date for a replacement or credit of the item price. (To return merchandise and for more details, please see our Return Procedure

below.)

Buyer is responsible for all return shipping charges.

- Replacement merchandise must be returned within 30 days of receipt and in the original packaging accompanied with bill of sale.
- Returned items must be new and undamaged. We inspect all returned items upon receipt before processing refunds or exchanges.
- Merchandise should be carefully packed and insured for the full purchase price and shipped via a traceable carrier of your choice (UPS, FedEx, etc.)
- No walk-in return/replacements will be accepted. All items must be shipped.
- In the event a replacement is not available a credit will be issued.
- Returns may be subject to a 15% restocking fee if item has been abused and cannot be sold as new.

### Return Procedures

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).

Returned items must be factory fresh, showing no signs of wear and tear. All returns must include the original packaging, paperwork, and cartons in order to receive a CREDIT for the purchase price. Any products not returned in this condition may be subject to a restocking fee of up to 15% of the purchase price.

Returns may take up to 10 business days to process once it has arrived in our warehouse.

### Return Disclaimer

MusicYoDirect is not responsible for any losses by the carrier while returning your merchandise to us. You are the shipper when returning any item to us. Any damage claim or lost shipment would need to be address by you with the carrier you used to return your merchandise to us.

Any neglected item will be returned and credit voided.

## Discrepancies

All discrepancies must be reported within 2 business days of receiving the product

## Minimum Advertised Price Policy (M.A.P.)

The Minimum Advertised Price (MAP) shall be 40% off the U.S. MSRP (Manufacturer's Suggested Retail Price) plus/minus \$1.00. MAP applies only to advertised prices and does not apply to the price at which the products are actually sold or offered for sale to individual consumers. MusicYoDirect dealers remain free to sell these products at any prices they elect.

Calculating M.A.P. is as follows:

U.S. MSRP:	\$258.00
40% Off:	x 0.60
M.A.P.:	\$154.80 (plus/minus up to \$1.00)

Advertising refers to any public periodical or medium, or direct marketing. This includes, but is not limited to, magazines, newspapers, web pages, spam mail, catalogs, newsletters, and flyers. This policy will not cover any private or personal communication, including, but not limited to, private e-mail and phone calls. This policy is further limited, in that it does not cover any in-store or window display advertising, electronic shopping cart or sticker pricing.

MusicYoDirect MAP policy does not in any way limit the ability of any dealer to advertise that they "have the lowest price" or that consumers should "contact the dealer" for a price as long as the advertised price is not less than MAP. The MAP policy affects all products from MusicYoDirect.

MusicYoDirect encourages the participation of its dealers in enforcing the MAP policy to ensure dealer profitability. Any violations of MAP seen on the Internet can be sent to [map@MusicYo.com](mailto:map@MusicYo.com) Please include URL link, the item number and any other pertinent information when sending e-mail.

Dealers who are found to be non-compliant will be issued a warning, and their dealership status will be immediately suspended. Any continuance of violation will result in the permanent loss in dealership status for any store, distributor, proprietor, and/or director of the company in question.

We hope that our MAP policy will enable all our dealers to benefit from the investment you have made in our products. Please feel free to e-mail us at [map@MusicYo.com](mailto:map@MusicYo.com) if you have any questions, concerns or feedback.

## Website Links

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](http://www.KramerGuitars.com) website.

## Warranty Handling

Dealers are in charge of handling warranties on all products from MusicYoDirect that they have sold. The warranty on an item starts when it is sold to the end-user. Dealers will act as a liaison between MusicYoDirect and the customer with a warranty claim. The dealer must verify that the customer does have a valid warranty claim. This includes, but is not limited to, verifying that the product has not been modified or misused in any way, and that the product was purchased within the warranty period. To handle a warranty claim, first, e-mail for a Return Authorization Number, then, make a copy of the purchase receipt and send the returned merchandise, with receipt, to MusicYoDirect. Dealers are responsible for freight charges on returned merchandise with valid warranty claims to and from MusicYoDirect. These charges may be recouped from the customer at the dealer's own discretion.

## Dealership Requirements

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. For the purposes of this document, MusicYoDirect considers repair shops and instruction-only shops as retail stores.

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

Any new dealer who knowingly and erroneously labels itself as a retail store or misleads MusicYoDirect as to its retail store status will have their dealership terminated immediately.

MusicYoDirect will provide its brand name logos to authorized dealers who comply with all Dealership Policy and Procedures. The use of MusicYoDirect's brand logos will be for the limited use to label the dealer as an "Official Dealer" The use of MusicYoDirect's brand logos by non-dealers or for any other purpose without prior written consent by MusicYoDirect is strictly prohibited. Any dealer or distributor who knowingly sells to a company illegally claiming to be a MusicYoDirect dealer will have its dealership privileges terminated. To obtain your official MusicYoDirect brand name logos, product images, etc. please visit [www.KramerGuitars.com/press](http://www.KramerGuitars.com/press).

Intentional and/or repeated failure to abide by these policies will result in termination of dealership or distributorship. MusicYoDirect will provide one prior written warning before taking any action under this policy These policies and procedures apply to all MusicYoDirect dealers and distributors.