



## PLEASE READ CAREFULLY!

- 1. ORDERING:** Use this order form for your convenience. Please indicate stock numbers and titles. Availability and prices are subject to change without notice.
- 2. 10% DISCOUNT:** If ordering any single item in quantities of 40 or more, deduct 10%. Multiple count items (per 50, etc.) not applicable.
- 3. PAYMENT:** Visa, MasterCard, American Express and Discover Card orders call toll free **800-876-SING** (7464), or you may fax orders to **615-313-7615** attn: Merchandise Dept. Individuals may also send full payment by check or money order, payable to the Barbershop Harmony Society. Do not send cash. US funds only.  
**Mail Payment to:**  
**Barbershop Harmony Society**  
**110 7th Ave. N**  
**Nashville, TN 37203, USA.**
- 4. CHAPTER ORDERS:** Check or money order must accompany all orders unless order is placed through chapter or district secretary. Such authorized chapter orders will be billed on the Monthly Statement of International Dues and Fees. Secretary's signature authorizes chapter for district billing. Chapter number required for billing.
- 5. SCHOOL & CHURCH ORDERS:** Schools and churches may send P.O. number for billing. Interest of 1.5% per month will be charged on balances not paid within 30 days of shipment.
- 6. SPECIAL SHIPPING:** *Available for In-Stock Merchandise Only:* Orders can be delivered to most areas of the United States via Express Air. Next day delivery orders must be phoned in by 12 noon CST, and \$15 will be added to regular shipping charge. For two-day delivery, add \$10 to regular shipping charge. For three-day delivery, add \$8 to regular shipping charge. Orders subject to verification. Please call to inquire about air shipments outside of the continental USA. **Prices subject to change.**
- 7. MEMBERS & NON-MEMBERS:** Anyone may order from our catalog. You do not have to be a member of the Barbershop Harmony Society to place an order. Many recordings, manuals, and printed music carry member and non-member prices. Member dues help create these products and the prices shown reflect discounts for them and their families. Non-member prices are still a tremendous value for our friends and customers who are not members.
- 8. ADDITIONAL HARMONY MARKETPLACE CATALOGS:** Please call us toll free **800-876-SING** (7464), or request a catalog online at: [www.harmonymarketplace.com](http://www.harmonymarketplace.com).



## 9. RETURN, REFUND & EXCHANGE POLICY:

You are a valued customer, and we want your shopping experience with us to be hassle free. Items purchased



at Harmony Marketplace may be returned within 90 days of purchase. We no longer accept returns that exceed this time frame. If you are not satisfied with your Harmony Marketplace purchase, please call 800/876-7464 or e-mail [info@harmonymarketplace.com](mailto:info@harmonymarketplace.com) for a Return Material Authorization (RMA). The product must be returned to Harmony Marketplace within 15 calendar days of the RMA issuance. All products returned with an RMA must be in original packaging including any accessories, manuals, documentation, and registration shipped with the product. Any items returned must meet the following criteria: no sign of obvious use and return of complete item (accessories, manuals, etc.). Harmony Marketplace no longer accepts returns or exchanges of the following items: opened CDs, DVDs, VHS tapes, software items, print-on-demand music, burn-on-demand learning media, and pitch pipes (unless defective, in which case a full refund will be issued).  
**Exchanges:** If you received a defective or damaged item, contact Harmony Marketplace to request a replacement. Upon receipt of damaged item, we will reissue the said item at no cost. You are also welcome to exchange the damaged item for a different product of your choice (up-charge effective if new item exceeds original cost + shipping & handling).

**A) Processing/Return Shipping Time:** It takes 7-10 business days to process returns upon arrival at Harmony Marketplace. Refunds should be expected approximately 4 weeks from the date of shipment. In many cases, refunds may be received more quickly. Processing for customers outside the U.S.A. will take longer. Refunds will be issued in the same form of payment used for initial purchase. Gift certificates will be credited to your account for future use.

- 10. UNDELIVERABLE SHIPMENTS:** When packages are returned to us as undeliverable, we will attempt to contact you via phone or e-mail in order to obtain the correct shipping address. If you feel that there is an issue with the delivery with your order, contact Harmony Marketplace.
- 11. CANCELING OR CHANGING AN ORDER:** Once an order has been submitted, you must contact our Customer Service Center to attempt to cancel or change it. We are unable to honor customer requests to cancel or change orders that have already entered the shipping process with the exception of remaining items in a partially shipped order.

