



346 N Justine St, Ste 202, Chicago, IL 60607 Phone/Fax 312-997-2375/2382 [www.groovedis.com](http://www.groovedis.com)

## RETURNS POLICY

Under normal circumstances everything sold by Groove Distribution is **non-returnable**. All records, compact discs, magazines, merchandise, etc. whether domestic or imported are sold on a one way, firm sale, non-returnable basis. However, mis-shipped or defective items are returnable and *in certain instances, on a case-by-case basis* we may be able to accept returns on overstocked items.

### MISS-SHIPPED / DEFECTIVE ITEMS

Defective items and items sent in error are returnable as long as the following conditions are met:

1A. You must inform us in writing of the miss-shipped item within 5 business days of receiving it. Please note the item and the invoice number the item appears on.

1B. Please inform us of any defective items you have bought from us as soon as possible. After 90 days we cannot guarantee being able to take back any defective items you may have received. Please inform us in writing of the defective item, the nature of the defect, and if possible the applicable invoice number.

2. You will be faxed a Return Authorization number. Please include this number on the outside of the box or packaging you use to send the item back to us.

3. Send the item back to us in a timely fashion. "Timely" in this instance means back in our warehouse no later than two weeks after you have been issued an RA number. Returns received later than two weeks after they have been approved *may* be refused. As a matter of policy we do not pay the shipping charges for any returns.

4. All items must be received by us in the same condition as when they were originally sent out. No pricing stickers, no shrink-wrapping added or removed, etc. If the goods are not in re-sellable condition you *may* not receive full credit for your return or we may simply refuse the return. When returning defective items, please make sure to note the exact nature of the defect. If we cannot confirm the defect (or ascertain what the defect is) the item may be returned to you. Defective items will be exchanged for the same, non-defective item if the item is in stock, otherwise we will issue a credit for the item.

5. We will issue a credit for the goods returned and accepted no later than 5 business days after we have received your return. Defective items will only be credited if we cannot replace the item with a non-defective copy. Goods not accepted for return will be sent back to you at your expense.

### OVER STOCKED ITEMS

In some instances we *may* be able to accept returns of overstocked items. Send us a list in writing of the items you would like to return, noting artist, title, format and catalog number. We will look over this list at our convenience and inform you if we are able to take any of the items back as a return. At that point conditions 2-5 above would apply. In addition the following policies also apply:

1. We will only accept returns for items actually purchased from us, not just items we carry or distribute.

2. You will be credited the current price for the item returned or the lowest price you paid for the item, whichever is lower.

3. *There will be a 10% restocking fee on any and all overstock returns.*

If you have any questions regarding these return policies please feel free to contact your sales representative or myself.

Sincerely,  
Dirk van den Heuvel  
President/General Manager