



TERMS AND CONDITIONS



- **MINIMUM ORDERS \$150.00 PER ORDER**
- **IN-STORE DEMOS REQUIRE PURCHASE OF 3 PER ITEM**
- **10% ANNUAL RETURN ALLOWANCE, EXCHANGE ONLY - NO REFUNDS**

ORDER INFORMATION

1. All orders placed by 12:00 pm (MST) Monday through Friday will be shipped the same day. After 12:00, orders will be shipped the next business day.
2. Please list selection by title and artist; codes are optional. Specify if you require a demo.
3. We offer demos at our cost when there are no free demos available. Please let us know if you are able to pay for these demos.
4. We backorder 10 pieces or more only and ship available stock within 7-10 days at no freight charge. COD accounts will not be backordered

TERMS

1st 3 orders shipped COD or Credit Card until credit is established. Net terms require a monthly sales average of \$200.00. Upon approval of credit application, terms of net 30 days will be established. Interest will be charged on past due accounts at 1.5% per month. There will be a \$15.00 surcharge on all returned checks. White Swan takes Visa, Master Card and American Express for payment on your orders.

SHIPPING

Continental USA: orders will be shipped UPS or DHL ground unless otherwise requested. We cannot accept responsibility for orders shipped via the US Post Office.

Hawaii, Puerto Rico: Airmail, Priority or UPS blue; please specify.

Canada, Mexico, other countries: Air mail unless otherwise requested.

DISCOUNT

A minimum order of \$150.00 is required to qualify for the wholesale prices in this catalog.

FREIGHT CHARGES

All goods FOB, Boulder, CO. Shipping and handling will be charged on all orders. COD orders will be charged an additional \$7.50 fee.

RETURNS

Merchandise (excluding stock-cost demos and sidelines) purchased from White Swan may be returned for credit within 2 years subject to the following conditions:

1. Before a return is made, a list of the returned product must be submitted to White Swan. Proof of purchase may be required.
2. White Swan will review the list and issue a RA# which must be marked on the outside of the package and a list of the box contents must be included.
3. Stock must have shrink wrap intact with no price stickers or residue, otherwise 10% restocking fee will be charged.
4. Returns are limited to 10% of the amount purchased from White Swan in the preceding 12 months. Returns exceeding that will be charged an additional 20% restocking fee.
5. Return credits must be used within 1 year. COD and credit card customers must inform White Swan of a credit to be used before placing a new order. Net 30 accounts should specify which invoice a credit is to be applied.
6. All returns are for **exchange of product only**. White Swan does not offer refunds on returned product.
7. All Christmas music must be returned by February 15th.



Prices and policies subject to change without notice.