

[Return Policy](#)

Customer Service Is Our Top Priority!

Return Policy

We want to make sure that you are completely satisfied with your purchase. If for any reason you are not satisfied with your order, you may return your unused article of merchandise within thirty (30) days from the date of delivery. Pro Music offers no exchange before sending your article of merchandise back to us. Please make sure that all of the following conditions have been satisfied correctly.

The items you wish to return:

- Must be accompanied by an original receipt and a Return Authorization (RA) number issued by Pro Music by calling (800) 478-1994.
- Must be unused and not damaged
- Must be returned complete of all of its parts, paperwork, and accessories
- Must be sent in its original packaging
- Must be shipped from the United States

If all of these conditions are satisfied, we will refund your order value, less any restocking fees and original shipping costs. We charge up to a 20% restocking fee on each returned item. Return shipping is the buyers responsibility and must be insured. We will not issue any refunds for returns that do not satisfy all of the conditions indicated above.

All defective products will be handled on an individual basis. Please contact our Customer Service Department at (800) 478-1994.

We reserve the right to change our return policy at any time without notice.

Gift Certificates are not redeemable for cash.

We will be glad to assist you in any way possible. We do appreciate your business.

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