

HOW TO ORDER



Please choose 1 of the following:

- **PHONE:** Call our toll free-line 1-800-397-9378 between 8:00 AM and 5:00 PM Central Time, Monday – Friday. Please prepare orders on the attached order form. It will speed your call and serve as a record of your order. *Note to our faithful Alaska customers: please call 319-351-0482 if our 800 number does not work.*
- **WEB:** Order any time at westmusic.com
- **FAX:** Fax to our toll-free fax line 1-888-470-3942
- **MAIL:** Mail to West Music Catalog, P.O. Box 5521, Coralville, IA 52241

Note: All orders must include an address and telephone number for billing and shipping addresses.

SCHOOL/INSTITUTION/ BUSINESS ORDERS

School/institution/business orders must be accompanied by a credit card number, check, gift card number, purchase order, purchase order number, or gift card. If paying by purchase order, all accounts are subject to credit approval. The total balance of the invoice is due within 30 days of the invoice date. If your account becomes past due, you will be charged a 1.8% late fee per month. If your account becomes past due by 90 days, service to your account will be suspended and legal action taken. Orders paid by check must include a single check made out to West Music. We cannot accept multiple checks from students to be applied to an order. **Note: All orders must include an address and telephone number for your billing and shipping addresses.**

ORDERS FROM INDIVIDUALS

Orders from individuals must include payment at the time of ordering. Your primary telephone number and address are required for all orders.

PAYMENT

We accept Visa, MasterCard, Discover, American Express, personal checks, gift cards, money orders, PayPal, and approved institutional purchase orders. Make checks payable to West Music. Send PayPal funds to Paypal@westmusic.com. Any returned checks will be debited from your checking account electronically for the face amount of the check plus a fee of \$30–\$50 according to state law. All payments must be made in US dollars.

PARTIAL SHIPMENTS/OUT OF STOCK ITEMS

Orders must specify if payment will not be made on partial shipments and/or if orders must be received in a single shipment. If this information is not provided, a partial shipment will be sent and prompt payment will be expected. Back-ordered items will be invoiced and shipped separately.

EXPRESS SHIPMENTS

Please see our shipping chart for 2nd day shipping charges. Next day rates are available on westmusic.com. Express shipping orders must be placed by 2:00PM CST to assure shipment the same day. Express orders placed after 2:00PM CST will ship the following business day.

PRICES

Prices effective July 15, 2018. **Prices are subject to change without notice.** Check current prices at westmusic.com, by email, or by phone. Prices do not include shipping costs.

SALES TAX

The states in which we are required to charge sales tax are rapidly changing. If your institution is tax-exempt, please fax us your exempt certificate. At the time of this catalog printing, residents of IA, IL, MN, MO, OH, NC, NE, NV, SD, TN, TX, and WI should add applicable sales tax to their order or include their tax-exempt certificate.


ORDER PROCESSING

In-stock orders will ship within 2–4 business days of receipt. See shipping chart below for transit time options.

CONFIRMING ORDERS

All confirming orders must clearly state "confirming order." If not, your order will be duplicated and you will be responsible for all shipping charges and return of merchandise.

ITEMS MARKED WITH

Due to size and/or transit time restrictions, items marked with  may not be shipped via upgraded or express shipping methods.

INTERNATIONAL ORDERS

Please contact us in advance about international charges, as rates and regulations vary. Be advised that in addition to our international shipping charges, individual governments will assess their own duties and taxes, and additional brokerage fees may be charged. All of these additional fees are the responsibility of the receiver. Payment prior to shipment via wire transfer or PayPal is required for international orders. All charges are to be paid in US dollars via US banks.

RETURNS

If, for any reason, you are dissatisfied with your purchase, you may return it to us within 45 days of the original purchase date. Returned products must be returned with receipt, packing slip, or invoice and in their original condition.

DEFECTIVE MERCHANDISE

Within 45 days of the original purchase date, defective merchandise may be exchanged for a like item or returned for a refund. After 45 days, and up to 1 year after original purchase, defective merchandise may be exchanged for a like item or repaired at the discretion of West Music. West Music will be responsible for return and replacement shipping costs.

DISCREPANCIES OR SHIPPING DAMAGE

Any order discrepancies or shipping damage must be reported within 10 days of receipt. Please retain all packing materials for damaged shipments as the carrier may need to inspect them. Any photos you can take of the damaged product or packaging would be helpful. West Music will be responsible for return and replacement shipping costs.

Please see our F.A.Q. section on westmusic.com or see more *Helpful Information* on page 40 for complete return, defective merchandise, and order discrepancy information.

U.S. SHIPPING CHART*				
To contiguous US, APO/FPO**				
Service Level & Order Value	Standard (7-10 days)	Upgraded (3-5 days)	Express Options	
			2nd Day*** (2 business days)	Next Day (1 business day)
Up to \$29.99	\$6.95	\$11.95	\$20.95	Please see westmusic.com for next day shipping rates
\$30.00-\$74.99	\$8.95	\$13.95	\$25.95	
\$75.00-\$149.99	\$10.95	\$15.95	\$31.95	
\$150.00-\$249.99	7% of order	10% of order	25% of order	
\$250.00 +	5% of order	8% of order	23% of order	
to Alaska, Hawaii, and U.S. Territories				
All orders	Standard (8-16 business days)		25% of order — minimum \$15.95	
Please Note: Some of our large items have a standard oversized shipping rate. This will be indicated in the item description when applicable.				
<small>*Shipping rates subject to change without notice **APO/FPO will ship via parcel post; standard shipping only</small>				
<small>***2nd day orders must include physical street address for 2 business day shipping; 2nd day orders to PO boxes may be delayed.</small>				

