



# **Music in Motion™**

The Music Education and Gift Catalog for All Ages

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## **IMPORTANT INFORMATION ABOUT YOUR ORDER**

### **INVOICE ENCLOSED**

- The **mailing label** on the outside of the box is also your **invoice**.
- If you are not the person responsible for payment, please forward the following to the appropriate office:
  - 1) Your invoice
  - 2) Your confirmation of delivery, or other required documentation.

**NOTICE: Your mailing label is the only invoice copy you will receive.**

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### **DAMAGED SHIPMENT**

- If you received **broken or damaged merchandise**, follow these 3 steps:
  - 1) **Save all packing materials** and the **box**.
  - 2) **Call your carrier** in your area to report the damage and file the claim.
  - 3) **Call** Customer Service at **1 800 445-0649** with the invoice and claim number.

**EVEN IF THE BOX LOOKS OKAY, THERE COULD BE HIDDEN DAMAGE!  
PLEASE INSPECT CONTENTS.**

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### **RETURN INSTRUCTIONS**

- Returns can be made for any reason for up to **30 days** after receiving your shipment. Use the **Merchandise Exchange/Return Form** on reverse side to facilitate prompt credit or refund.
- After 30 days, returns may be subject to a 20% restocking fee.
- Returned merchandise must be in good resale condition.
- Please ship by **UPS** or **insured mail**, and save your receipt. We are not responsible for returned merchandise lost in transit.

**MAIL RETURNS TO: Music in Motion  
Attn: Returns Department  
1601 E. Plano Parkway, Suite 100  
Plano, TX 75074**

**1 800 445-0649  
www.musicmotion.com**

**—SEE OTHER SIDE—**

# Merchandise Exchange/Return Form

**OUR PERSONAL GUARANTEE:** If for any reason you are not completely satisfied with any product you buy from us, simply return it in good condition within 30 days for exchange or credit.

**AFTER 30 DAYS RETURNS OF SOME MERCHANDISE MAY BE SUBJECT TO A 20% RESTOCKING FEE.**

1. When returning merchandise, please fill out the information below and enclose this form in the package.
2. Send the package to the following address:  
**Music in Motion, Attn: Returns Department, 1601 E. Plano Parkway, Suite 100, Plano, TX 75074**
3. Return by **UPS** or **insured mail** and save your receipt.  
*We are not responsible for returned merchandise lost in transit.*
4. If you have any questions, please call 1 800 445-0649 or see details at [www.musicmotion.com](http://www.musicmotion.com).

**RETURNS MUST BE IN THE SAME CONDITION AS THEY WERE RECEIVED.**

**RETURN INFORMATION NEEDED:**

NAME \_\_\_\_\_ Invoice Date \_\_\_\_\_  
(Individual or institution billed for merchandise.)

STREET ADDRESS \_\_\_\_\_ Invoice Number \_\_\_\_\_  
(Billing Address)

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_ X \_\_\_\_\_  
 Signature \_\_\_\_\_

Phone # \_\_\_\_\_

**RETURNED MERCHANDISE:**

Qty	Item No.	Description	Return Reason (Codes at Right)
			1 2 3 4 5
			1 2 3 4 5
			1 2 3 4 5
			1 2 3 4 5

**RETURN REASON CODES:**  
 1-Defective (please explain): \_\_\_\_\_  
 2-Damaged in Shipment \_\_\_\_\_  
 3-Wrong Merchandise Sent \_\_\_\_\_  
 4-Wrong Merchandise Ordered \_\_\_\_\_  
 5-Other (please explain): \_\_\_\_\_

**ACTION REQUESTED:**    Exchange (see below)    Refund by Check    Refund through PayPal (PayPal orders only)  
 Credit my Credit Card (see below)    Credit our account    Replace

**EXCHANGES OR ADDITIONAL MERCHANDISE ORDERS:**

Qty.	Item No.	Size	Description	Unit Price	Total
<b>Shipping and Handling</b>					
<b>Total</b>					

**Payment for additional items or difference on exchanged items:**

DISCOVER     AMEX  
 MASTERCARD     VISA

# \_\_\_\_\_  
 Credit Card Number (all digits, please):

exp. date: \_\_\_\_\_

CHECK ENCLOSED     PAYPAL

**PURCHASE ORDER**

# \_\_\_\_\_  
 (please attach copy)

— See Other Side —

**FOR MIM OFFICE USE ONLY:**

RETURN DATE: \_\_\_\_\_ CUSTOMER SHIPPING COST: \_\_\_\_\_  
 VENDOR: \_\_\_\_\_ UPS    USPS