

Terms and Conditions (Delivery & Return Policy)

Effective Date: September 14, 2024

1. Introduction

Thank you for shopping with Gusthold Music Publisher (“we,” “our,” “us”). This Delivery Policy outlines the terms and conditions for the delivery of online orders placed through our website [www.gustholdmusic.com]. By placing an order with us, you agree to the terms set forth in this policy.

2. Processing Time

2.1. Order Processing

Processing Time: Orders are typically processed within 1-3 business days from the time of receipt, excluding weekends and holidays. Processing time may vary based on order volume and item availability.

Order Confirmation: You will receive an order confirmation email once your order is successfully placed. If your selected shipping option featured tracking, then a second email with tracking information will be sent once your order has shipped.

2.2. Custom and Personalized Items

Processing Time for Custom Items: Custom or personalized items may require additional processing time.

3. Delivery Methods and Costs

3.1. Order Fulfillment

Your order will be fulfilled by a third-party provider, currently IngramSpark, and shipped directly from that provider.

3.2. Delivery Options

We offer various delivery methods depending on the shipping destination:

Basic/Economy: Delivery within 4-6 weeks, tracking and insurance are not available.

Standard/Premium: Delivery within 2-4 weeks, includes tracking and insurance.

Express/Rush: Delivery within 5-7 business days, includes tracking and insurance.

3.3. Shipping Costs

Shipping costs are calculated at checkout based on the destination and delivery method selected. Shipping costs are calculated per item, not overall weight.

4. Delivery Times

Estimated Delivery Times: Delivery times are estimates and are not guaranteed. Factors such as weather conditions, carrier delays, and customs processing (for international orders) may affect delivery times.

Delivery Notifications: You will receive a notification via email with tracking information once your order has been shipped, if tracking is available to your destination and you selected a delivery option that includes it.

5. International Shipping

We offer international shipping to select countries. International orders may be subject to additional shipping costs, customs duties, and taxes, which are the responsibility of the customer. Delivery times for international orders may vary depending on the destination. Deliveries to international destinations may be shipped from the United States, the United Kingdom, Australia, or the United Arab Emirates, depending on the delivery option selected.

We regret that we are unable ship to addresses in the following countries: Belarus, Cuba, Iran, Kosovo, North Korea, St. Martin (French), Russia, South Sudan, Svalbard & Jan Mayen, Syria, Ukraine.

6. Address Accuracy

Correct Address: Please ensure that the delivery address provided during checkout is accurate and complete. We are not responsible for delays or delivery issues resulting from incorrect or incomplete addresses.

No P.O. Boxes: The shipping destination must be a physical address. We cannot ship to post office boxes.

Address Changes: If you need to change your delivery address after placing an order, please contact us as soon as possible. We will make every effort to accommodate address changes before the order is processed.

7. Order Tracking

Tracking Information: Once your order has shipped, you will receive a tracking number via email, if tracking is available to your destination and you selected a shipping option that

includes it. You can use this tracking number to monitor the status of your delivery through the carrier's website.

8. Delivery Issues

Missing or Lost Packages: If your order does not arrive within the estimated delivery time, please contact us at orders@gustholdmusic.com for assistance. We will work with the carrier to locate your package or replace it, or process a refund, at our discretion.

Damaged or Incorrect Items: If you receive a damaged, defective, or incorrect item, please contact us within 5 business days of receipt. We will arrange for a replacement or refund, at our discretion.

9. Returns, Exchanges, and Refunds

If the merchandise is defective or damaged, incorrect, or not delivered within the time specified, please contact us promptly at orders@gustholdmusic.com for a replacement or refund, at our discretion. Return/refund requests for other reasons will not be honored.

10. Contact Us

If you have any questions or concerns about our delivery policy or need other assistance with your order, please contact us at:

Gusthold Music Publisher
122 Hazeltine Ct.
Salisbury, NC 28144
davis@gustholdmusic.com