



Phone: 09 303 1856 Freephone: 0800 661 122

Email: Service@thekaraokeshop.co.nz

THE KARAOKE SHOP – RETURNS POLICY

Thank-you for choosing 'The Karaoke Shop' for your entertainment equipment and music supply. We pride ourselves on providing quality equipment and outstanding service. If you have any issues or concerns with the equipment or how to use it, help is only a phone call away.

Your feedback is important to us. Please, be sure to let us know your thoughts. It ensures that we continue to provide you with great entertainment options and service. Thanks again for taking the time.

Please take the time to read through our 'Returns Policy'

RETURNS POLICY: All products (Excluding music) come with at least 90 day Return to Base manufactures warranty, and in most cases 12 month warranty on parts and 90 days on labour. Most returns to THE KARAOKE SHOP are genuine and a refund or replacement is often approved immediately. However our guarantee does not entitle you: To buy equipment for a weekend gig and want to return them on Monday. Our guarantee is not a lifetime guarantee against defects, scratches from use and wear of the product in the field. We do not offer a change of mind policy so please ensure prior to purchase that you are happy with the product or disc(s) you have selected.

No returns will be accepted by THE KARAOKE SHOP without an authorisation. To obtain your authorisation please contact us to issue one to you. Phone: 09 303 1856 email: service@thekaraokeshop.co.nz. Our guarantee and return privilege can be easily abused. Therefore we reserve the right, at our discretion to assign a 15% restocking fee upon receipt and inspection of any return. All products (Excluding music) come with a 90 day manufactures warranty

MUSIC

Faulty Discs: Due to the nature of software sales and copyright laws, we cannot provide a refund on software, but will consider a credit or refund on *faulty* discs.

Defective software cannot be returned for anything other than replacement of the identical item purchased. We will replace defective software within 30 days from the shipment date. All defective software must be returned in its original packaging and must include all accessories that came with it (e.g. song lists, lyric booklets, etc.). Your software will be tested before a replacement is processed.

Software that is returned as defective, which cannot be verified, or is damaged due to apparent misuse or neglect will be sent back to you at your cost and neither a replacement or a refund will be processed. Software replacements are shipped once we receive your defective software.

No returns will be accepted by THE KARAOKE SHOP without an authorisation. To obtain your authorisation please contact us to issue one to you. Phone: 09 303 1856 or email us at service@thekaraokeshop.co.nz.

Change of Mind: We do not offer a change of mind policy so please ensure prior to purchase that you are happy with the music or product you have selected.

EQUIPMENT:

We will replace or issue a refund on defective equipment within 90 days from the shipment date.

All defective equipment must be returned in its original packaging and must include all accessories that came with it (e.g. cables, microphones, promotional items, manuals, registration forms, etc.). All equipment is inspected by a technician before a replacement or refund is processed.

If a replacement is requested: We will replace defective equipment with the identical item purchased (where possible). All equipment is inspected by a technician before a replacement or refund is processed.

Equipment that is returned as defective, which cannot be verified, or is damaged due to apparent misuse or neglect will be sent back to you at your cost and neither a replacement or a refund will be processed.

SHIPPING: We will bear shipping costs for the return and the replacement of defective equipment. However, the shipping method used for the return and the replacement is at our discretion.

Equipment replacements are shipped once we receive your defective equipment.

We do not offer a change of mind policy so please ensure prior to purchase that you are happy with your product selected.

COMPLETE UNITS: Each item, which is part of a packaged group of items sold as one product, will be subject to all terms and conditions as above, ie, a faulty item which is part of a complete package will be replaced within these terms, only the faulty item will be replaced not the complete package.

INCORRECT ITEMS: If you receive incorrect software or equipment due to our mistake, contact us within 48 hours of receipt. We will arrange to have the item returned and will send you the correct item. You will not be charged any additional shipping costs for replacement shipments.

LOST, DELAYED OR DAMAGED ITEMS: We must be notified within 48 hours of receipt of any merchandise that is received damaged. Keep all packaging materials. We will then contact the delivery company to pick up the package and begin an investigation. If your package is lost, contact us as soon as you can so we can attempt to trace and recover your package. If you paid for expedited shipping and the package was not delivered on time, contact us so that we can initialise a claim on your behalf.

Finally we do not offer a change of mind policy so please ensure prior to purchase that you are happy with the product you have selected. We reserve the right, at our discretion to assign a 15% restocking fee upon receipt and inspection of any return.