

TERMS and CONDITIONS:

Standard Credit Terms:

Approved Credit Card, C.O.D or Net 30 with approved credit ^[1]. All prices are FOB Fort Worth, TX. 2% interest per month or maximum allowable by law on all invoices not paid within 30 days.

- For Payment by Credit Card, please call Inside sales @ (800) 424 4724

Payment

Customers without approved credit [1] may provide payment by check in advance or by credit card. Discover, MasterCard, American Express, and Visa credit cards are honored.

- Dealer must complete the *RBI New Dealer Credit Application USA* for terms consideration

Warranty

RBI Music Products Warranties vary by brand and Product Line. All products are subject to those of the specific brand's manufacturer's published warranties.

- Current warranties for all brands are detailed in the "RBImusic Warranty Policy 2019" document

Shipping

Unless the customer has provided specific routing instructions, orders will be shipped via the carrier of our choice with freight charges prepaid and billed to the customer at published carrier rates.

From time to time RBI will offer freight specials but that is at our discretion and is subject to change without notice. **Shipping Rates are shown below.**

- **Oversized items**

Note that many items are considered oversized and are charged at a higher rate. This is subject to carrier regulations and tariffs and is beyond our control. Unless otherwise specified these charges will be passed on to the dealer.

Express shipping is available at a higher price. Call for shipping rates.

- Oversized products are identified throughout the catalog and will have an additional shipping charge depending on the size of the items.
- Shipments outside the 48 contiguous United States and APO/FPO's will be charged the higher of 20% shipping or published carrier rates.
- Charges such as lift gate services, residential delivery, and multiple box charges are out of our control and will be passed on to the customer.
- All freight charges are subject to change at any time due to carrier price adjustments, including fuel surcharges. For a list of current surcharges please contact your customer service representative.

Shipping Damages or Shortages

RBI Music packages and ships product in a manner that will protect it from normal damage during shipping. Shipments leave our warehouse in good condition, and RBI cannot be held responsible for damages caused by the carrier. Inspect your shipment immediately upon receipt and report any damages either outward or concealed to the driver and contact your RBI customer service representative for further assistance. Please report any shortages to RBI customer service within 5 business days of the receipt of the shipment. RBI cannot be held responsible for shortages reported after 5 business days.

The Dealer is responsible for handling all end-user product issues regarding products supplied by RBImusic.

Other than technical advice, End-Users that contact RBImusic directly will be advised to contact their retailer directly regarding shipping issues or defective products. The Dealer should directly contact RBImusic's representatives to resolve shipping issues or defective products between RBImusic and the Dealer.

Returns

All returns, without exception, are subject to approval by RBI and must be accompanied by a return merchandise authorization number. Contact RBI Customer Service prior to shipping any product to RBI. Items shipped to RBI without authorization are subject to refusal and are made at the dealer or owner's risk. RBI will not be held responsible for any damages sustained during shipment of products being returned to us for any reason.



ALLOS

BOOMWHACKERS

Vintage
GUITARS



PRET
Tree Wilkinson

GROVER
PRO PERCUSSION

Silvertone

