

# FIDDLESTIX ONLINE SHOPPING POLICY

## Making a Purchase

We've done our best to accurately describe the condition and other characteristics of the merchandise we offer for sale online. When you are browsing our online selections, be sure to click on the links for other views, and read all of the descriptive information. This will help you to be confident in what you are ordering. If you have questions, feel free to call or send us an e-mail, and we'll do our best to give you an answer.

## Returns (non-damaged items)

We want you to be happy with your purchase! If you receive an item and it is not as you expected, you may return it according to the following policy:

1. Contact us by email or phone within three days of receipt of your item to arrange for its return and a refund of the purchase price.
2. Ship the item back to us within three days of informing us of the return.
  - The item must be received in the same condition as when it was shipped to you.
  - We recommend you use delivery tracking and get a delivery receipt.
  - You will pay for return shipping and insurance, unless otherwise agreed and confirmed by e-mail or regular mail.
3. When we receive the item, we will immediately begin the process to issue a full refund, which you should have within three days.

## Damaged Item Policy

1. If the item you purchased has been damaged in transit, you will need to make a claim through the shipper (USPS or UPS). You can find information about filing a claim at these websites: United States Postal Service: <http://www.usps.com> United Parcel Service: <http://www.ups.com>
2. If you need help with finding out how to do this, we will help you.
3. Be sure to retain all original packaging as well as all pieces of the damaged item, because the shipper will want to see them.