

The KARAOKE Shop

RETURNS POLICY

Music

- Non-Defective: 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 (See the section below for conditions).

- Faulty Discs: Due to the nature of software sales and copyright laws, 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 by a technician 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 a sales representative who will issue one to you. Phone: 09 2783912 or email service@thekaraokeshop.co.nz.

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

- 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. 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, you have the option of paying for the difference of an expedited shipping method. Equipment replacements are shipped once we receive your defective equipment.

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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.

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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. We will not reimburse you for shipping costs if you return incorrect merchandise via an expedited shipping method (e.g. Next Day, 2nd Day, 3 Day Select, etc.).

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 our courier company to pick up the package and begin an investigation. If your package is lost, contact us immediately so that 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.

Return policy

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 software for a weekend gig and want to return them on Monday - Purchase a collection of discs with the intention of illegally recording the product claiming you didn't know any of the songs, or claiming the songs are no good and you could do better! Our guarantee is not a lifetime guarantee against defects, scratches from use and wear of the product in the field. Finally we do not offer a change of mind policy so please ensure prior to purchase that you are happy with your product(s) or disc(s) selected.

However, our guarantee and return privilege can be easily abused. Therefore we reserve the right and privilege, at our discretion to assign a 15% restocking fee upon receipt and inspection of any return.

All our product(s) (Excluding music) come with a 90 day manufactures warranty.