

PIANO GALLERY OUTLET RETURN POLICY

Last updated June 30, 2020

Thank you for your purchase. We sincerely hope you are happy with your piano. However, if you are not completely satisfied with the piano you chose for any reason, you may return it for store credit or exchange to an instrument of equal or greater value. Please see below for more information on our return policy.

RETURNS

PianoGalleryOutlet offers a full refund if the customer has not accepted delivery of the piano to their home. If a piano is being stored through an executed storage agreement, the piano is considered delivered and ineligible for a refund. Refunds will be issued in the same manner payment was made. Although we do not offer a refund once a customer has taken delivery, you may return the piano for store credit or exchange to a piano of equal or greater value. All requests for return must be submitted in writing within 30 days of the purchase date to be eligible for store credit or exchange. All returned pianos must be in same condition as when originally delivered. Pianos which have been altered or damaged (including improper service) while in the buyer's possession may not be returned without prior approval.

Steinway Lifetime Trade-Up Promise: the original purchaser will receive 100% of the original purchase price in trade towards a new Steinway grand piano for the lifetime of the instrument.

RETURN PROCESS

To return your piano, please email us at Service@PianoGalleryOutlet.com. We will initiate the return or exchange procedure after verifying the condition of the piano.

Please note, you will be responsible for all return shipping charges.

REFUNDS

After receiving your return and inspecting the condition of your piano, we will confirm your store credit or contact with you a date when you may come to exchange your

piano for another piano of equal or greater value.

EXCEPTIONS

The following items cannot be returned or exchanged:

- Special order pianos
- Custom designed pianos
- Pianos that carry a special price with a sales agreement denoting “All Sales Are Final”

For pianos that require service, please contact us at Service@PianoGalleryOutlet.com

QUESTIONS

If you have any questions concerning our return policy, please contact us at: 877-655-0688 or Service@PianoGalleryOutlet.com.