

## Return Policy for Mike Hernandez Music LLC.

Last Updated: March 01, 2024

Welcome to Mike Hernandez Music! This Return Policy outlines the terms and conditions related to returns for our products.

### 1. Eligibility for Returns

#### 1.1 Defective or Damaged Products:

- We accept returns for products that are defective or damaged upon receipt. Customers must contact us within 30 days of receiving the item.

#### 1.2 Incorrect Item Received:

- If you receive an incorrect item, please contact us within 30 days of receiving the shipment.

### 2. Return Process

#### 2.1 Contacting Us:

- To initiate a return, please contact our customer support team at [your contact email] with your order number, a description of the issue, and any relevant photos.

#### 2.2 Approval:

- We will review your request and provide instructions for the return process if your case is eligible.

### 3. Return Conditions

#### 3.1 Original Packaging:

- Returned items must be in their original packaging, including all accessories and documentation. An item is considered damaged if pet hair, smoke, personal fragrance products, or other household odors are detectable.

#### 3.2 Unused and Unopened:

- Items must be unused, unopened, and in the same condition as when you received them. An item is considered damaged if pet hair, smoke, personal fragrance products, or other household odors are detectable.

### 4. Return Shipping

#### 4.1 Return Shipping Costs:

- Customers are responsible for return shipping costs, except in cases where the return is due to a mistake on our part (e.g., incorrect item shipped, defective or damaged product).

#### 4.2 Return Address:

- We will provide you with the return address and any specific instructions for the return.

### 5. Refund Process

#### 5.1 Refund Method:

- Refunds will be issued to the original payment method used for the purchase.

#### 5.2 Timing:

- Refunds will be processed within [X] business days of receiving the returned item.

### 6. Non-Returnable Items

#### 6.1 Downloadable Products:

- Downloadable products, such as digital music files, are non-returnable.

### 7. Contact Us

If you have any questions or concerns regarding our return policy, please contact us at [info@mikehernandezmusic.com](mailto:info@mikehernandezmusic.com)