

Misty Jazz Records - Refund & Return Policy

Our Commitment

We want you to be completely satisfied with every purchase. If for any reason you're not happy with your vinyl record, we offer a hassle-free return policy within 30 days of purchase.

Return Eligibility

Items Eligible for Return

- Vinyl records in their original condition
- Unopened/sealed records
- Opened records with defects or condition issues
- Records that don't match the described condition
- Damaged items received through shipping

Items NOT Eligible for Return

- Records opened and played without defects
 - Special order items (case-by-case basis)
 - Gift cards
 - Sale items marked "Final Sale"
 - Items purchased more than 30 days ago
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Return Window

Standard Returns: 30 days from purchase date **Holiday Purchases** (Nov 15 - Dec 31):
Extended return period until January 31st **Online Orders:** 30 days from delivery date

Condition Requirements

For Full Refund

- Original packaging (if applicable)
- All included materials (liner notes, inserts, etc.)
- Record and sleeve in same condition as received
- Original receipt or proof of purchase

For Store Credit

- Opened records without defects (subject to evaluation)

- Records without original receipt (must verify purchase in our system)
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Return Process

In-Store Returns

1. **Bring to Store:** Return item with receipt to any sales associate
2. **Inspection:** We'll inspect the record's condition
3. **Refund Processing:** Immediate refund to original payment method or store credit
4. **No Restocking Fee:** For returns within policy guidelines

Online/Mail Returns

1. **Contact Us:** Email support@mistyjazzrecords.com with:
 - Order number
 - Reason for return
 - Photos if claiming damage/defect
2. **Receive RMA:** We'll provide Return Merchandise Authorization number
3. **Ship Back:**
 - Package securely in protective mailer
 - Include RMA number on package
 - Ship to: Misty Jazz Records Returns, 1428 Haight Street, San Francisco, CA 94117
4. **Refund Processing:** Within 5-7 business days of receiving return

Return Shipping Costs:

- **Our Error/Defect:** We cover shipping both ways
 - **Change of Mind:** Customer covers return shipping
 - **We Provide:** Prepaid return label for defective items
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Refund Methods

Original Payment Method

- **Credit/Debit Card:** 5-7 business days to account
- **PayPal:** 3-5 business days
- **Cash:** Immediate cash refund in-store

Store Credit

- Issued immediately as gift card
 - No expiration date
 - Can be combined with other payment methods
 - Transferable to others
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Defective or Damaged Records

What Qualifies as Defective

- **Playback Issues:** Skips, pops, or distortion not disclosed in condition notes
- **Warping:** Visible warping affecting playback
- **Condition Mismatch:** Condition significantly worse than described
- **Shipping Damage:** Cracked, broken, or seam-split records

Defective Item Process

1. **Immediate Contact:** Notify us within 7 days of receipt
2. **Documentation:** Provide photos/videos of defect
3. **Fast Resolution:** Choose replacement or full refund
4. **Free Return Shipping:** We cover all shipping costs

Grading Disputes: If you believe a record was overgraded, we'll work with you to find a fair resolution.

Exchange Policy

Direct Exchanges

- **In-Store:** Immediate exchange for same title or equal value item
- **Online:** Contact us to arrange exchange
- **Price Difference:** Pay difference or receive store credit

Out of Stock Items

- Full refund
 - Store credit with 10% bonus
 - Backorder option (if available)
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Special Circumstances

Wrong Item Received

- **Our Error:** Full refund + 20% store credit discount on next purchase
- **Immediate Replacement:** Express shipping at no cost

Lost or Damaged in Transit

- **During Shipment:** Full refund or replacement
- **Insurance:** All shipments over \$100 fully insured
- **Claims:** We handle all carrier claims

Sealed Records

- **Unopened:** Full refund within 30 days

- **Opened:** Return only if defective (must provide evidence)
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International Returns

Return Shipping: Customer responsibility unless item defective **Customs Fees:** Non-refundable **Refund Amount:** Purchase price minus international shipping cost (unless our error) **Processing Time:** 10-14 business days

Store Credit Details

- **Value:** Full purchase price (100%)
 - **Expiration:** None
 - **Usage:** Online and in-store
 - **Transferable:** Yes, can be gifted
 - **Incremental Use:** Use partial amounts across multiple purchases
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Exceptions & Final Sale Items

Final Sale Items

- Clearly marked "AS-IS" or "Final Sale"
- Typically heavily discounted items with disclosed issues
- No returns except for undisclosed damage

Rare/Collectible Records

- Subject to authentication verification
 - Must be returned in exact condition received
 - Original protective packaging required
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Contact for Returns

Email: support@mistyjazzrecords.com **Phone:** (415) 555-JAZZ (5299) **Hours:** Monday-Friday, 11 AM - 7 PM PST

Response Time: Within 24 hours on business days

Our Guarantee

We stand behind every record we sell. If you're not satisfied, we'll make it right. Your satisfaction is our priority, and we're committed to ensuring every Misty Jazz Records purchase is a positive experience.

Policy effective: January 1, 2026 Subject to change - current version always available at

mistyjazzrecords.com/returns