

Commercial Terms

Other than as specifically provided in any separate formal purchase agreement between you and EncorePro, these terms and conditions (this "Agreement") apply to all of your online purchases from the website at www.EncorePro.com (the "Site") and may NOT be altered, supplemented, or amended by you through the use of any other document(s). Any attempt to alter, supplement, or amend this document or to enter an order for product(s) which is subject to additional or altered terms and conditions will be null and void, unless otherwise agreed to in a written agreement signed by both you and EncorePro.

Acceptance

By purchasing products and/or services from the Site, you agree to be bound by and accept this Agreement. Orders are not binding upon EncorePro until accepted by EncorePro. We reserve the right to refuse service to anyone. EncorePro will indicate its acceptance of an order by acknowledging your order by reply email or by shipping the ordered items to you.

Pricing

Because prices, product descriptions, and availability can change quickly, EncorePro does not warrant the accuracy or completeness of the information provided on the Site. For more on our pricing policies, please refer to our Site Terms of Use.

Warranty

Each product for sale on the Site includes a 90 day warranty that covers parts and labour. Step-up Instruments sold, come with an additional one year labor warranty from the shipping date. Shipping and shipping insurance associated with warranty work are for the owners account.

Trial Period

EncorePro provides a seven day trial period on all instruments purchased, which runs from the date the instrument is received. EncorePro will consider cases where the seven days could be extended, for example where a music teacher cannot inspect the instrument within the seven days – such cases have to be agreed in writing in advanced.

Return Instrument Condition

Both Warranty and Trial Period provisions assume that the instrument is not damaged or marked in any way. The basis for both provisions is that the instrument is returned in the state it was purchased. Our commitment is to be fair, so we will discuss and if feasible, adjust any damage