The Lorenz CORPORATION

Return Policy

All merchandise to be returned must have prior authorization from The Lorenz Corporation and adhere to the stipulations listed below. Upon receipt of the request, a return-order number will be sent to you. This number should appear on the outside of each return box. Following these procedures will ensure prompt and accurate credit to your account.

To secure a return authorization, fax or email the following information:

1. Quantity, Lorenz product no., and title of the merchandise to be returned
2. Reason for the return
3. Copy of product invoice, invoice number, or sales order number (see the reverse side of this form)
4. Name, email, and phone number of the person requesting the return

If a return is unauthorized or improperly documented, The Lorenz Corporation may:

1. Refuse the return, or
2. Accept the return at a value of 25% of the retail cost

Before requesting a return, please note that:

All returned merchandise must have been purchased directly from The Lorenz Corporation.

All returned materials must be in like-new condition and returned postpaid.

Publications with store stickers, stamps, or price markings cannot be accepted and will be returned at the customer's expense.

The following items are non-returnable:

- Recorded products
- Accompaniment instrumental parts (e.g. cantata orchestrations)
- Print-on-demand materials
- Out-of-print items

Customer is responsible for all shipping costs.

Return Form

To receive prompt service, fill out this form and fax it to The Lorenz Corporation at (937) 223-2042.

Name: _____ Email: _____

Phone: _____ Date: _____ Invoice or Sales Order No.: _____

Qty	Lorenz Product No.	Title/Description	Reason Code (see table at right)

What Went Wrong?

Code	Description
A	Wrong item received
B	Wrong item ordered
C	Damaged
D	Duplicate order
E	Did not order
F	Defective
G	Other – please specify

Please address all returns to: The Lorenz Corporation, 501 E. Third St., Dayton, OH 45402