

## Terms and Conditions

### Payment

- We do not send goods on approval.
- Check, Money Order or Credit Card must accompany every order.
- We accept the following forms of payment: Money Orders, Master Card, Visa, Discover, and American Express. We will accept a personal check, but this can add approximately two weeks to delivery time.
- Minimum \$10.00 on all credit card orders.
- All PA residents must pay sales tax.
- Non-USA customers please make all funds in US Dollars or pay by credit card.

### Pricing

- Due to the fluctuating dollar or as manufacturers dictate, prices are subject to change without notice.

### Back Orders

- Due to circumstances beyond our control, some items may not be available for immediate delivery. We will notify you and deliver with minimum delay.

### Shipping

- Shipping is via Post Office or UPS.
- UPS will not deliver to a P.O. Box; please include a street address or rural route directions.

### Returns

- Any merchandise received damaged (during shipping) must be reported immediately.
- Special or custom orders are not returnable.
- All mouth blown items are not returnable due to obvious health reasons.
- Returns must be made within 14 days of purchase and will be given store credit for the purchased amount.
- The original invoice must accompany all claims and returned goods.
- Return shipping charges are the responsibility of the customer.

### Warranty

- All merchandise is covered under the manufacturer's warranty; Pipeline is not responsible for these warranties.

### Workshops & Classes

- To reserve a place in a workshop or class the student is required to pay half the fee in advance. This confirmation payment is not refundable. If the booking is cancelled within two weeks of the event's date; no money will be refunded.

### Items on Hold

- All bagpipes and any personal items must be picked up in a timely manner. Anything left after 30 days will accrue a storage fee of \$25 / month.