

JodyJazz Returns Policy Terms & Conditions

Returns Policy:

In order to be eligible for return, mouthpiece must be received back by us within three weeks of the day that we ship it. That means you need to leave time for the mouthpiece to travel back to us within three weeks. The amount of the refund will be less the sanitization charges and any applicable refurbishment charges (see below). If your purchase was eligible for free shipping, the shipping cost will also be deducted from your refund. If you paid for expedited shipping, we will refund the price of the mouthpiece less only the sanitization charges and applicable refurbishment charges. When returning mouthpieces please ship using insured mail and ensure that all accessories and original paperwork are included.

Sanitization Fees:

For all returned mouthpieces there is a \$5 sanitization fee for mouthpieces under \$299 and a \$10 sanitization fee for mouthpieces over \$299.

Metal Mouthpiece Restocking Fees:

In addition to the sanitization fee, if the returned mouthpiece is scratched, marked or defective in any way, there will be a 15% refurbishment and restocking fee. This applies to all metal mouthpieces. The returned mouthpiece will be thoroughly inspected by our quality team and if any scratches or blemishes are found, however small, the restocking fee will be charged. There are no exceptions to the restocking fee policy. So please be ultra-careful of the mouthpiece during the trial period. Gold and Silver-plated metal mouthpieces can scratch very easily. Metal ligatures will almost certainly cause scratches, as can many types of synthetic reed, so our advice is not to use either during the trial period. We ask our customers to respect these return privileges for mouthpiece of this caliber and our expectation is that they will be extremely careful when first trying the mouthpiece.

Abuse of Return Privileges:

Our return policy is in place to ensure that our customers never end up with a mouthpiece with which they are unhappy. Those who violate the spirit of our return policy by having excessive returns or excessive damaged mouthpieces, will be subject to limitations or suspension of return privileges.

JodyJazz Returns Address:

JodyJazz Inc.
Attn: Returns
1335 Lynah Ave., Suite 112
Savannah, GA 31408
USA

Effective March 1st, 2022