

# JodyJazz Trial Program

PLEASE NOTE: ALL DV, DVJC, DV CHI & DV NY MODELS QUALIFY FOR THE TRIAL PROGRAM ONLY ON A LIMITED BASIS, SUBJECT TO THEIR AVAILABILITY, AND AT THE DISCRETION OF JODYJAZZ INC.

## **3 Week Trial Program When Ordering Direct From Us:**

Here is our Trial Program when ordering direct from us: Customer purchases one mouthpiece and may try up to 2 additional mouthpieces. Customer will be charged for one of the mouthpieces, plus the Sanitization Fee (see below) for all 3 mouthpieces. Mouthpieces must be returned to us in new condition within 3 weeks from the day that we ship out to you. That means enough time must be allowed for the mouthpiece to travel back to us within three weeks. Customer will be refunded the Sanitization Fee for the kept mouthpiece. In the event that customer returns all mouthpieces, a full refund will be issued on the original purchase price of the mouthpiece only, minus \$8.50 if USPS Priority Mail if FREE Shipping was originally received. Expedited/International Shipping is non-refundable. 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 each mouthpiece under \$299 and a \$10 sanitization fee for each mouthpiece over \$299.

## **Restocking Fees:**

If the returned mouthpiece is scratched, marked or defective in any way, you will be charged a 15% refurbishment and restocking fee. 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. Hard rubber 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 think that it is a privilege to be able to have a free trial of a mouthpiece of this caliber and we expect that our customers will be extremely careful during the trial process.

## **Abuse of Trial Program Privileges:**

We offer our Trial program to help ensure that our customers find the mouthpiece which is exactly right for them. We ask our customers to respect these Trial privileges for mouthpieces of this caliber and our expectation is that they will be extremely careful with the mouthpiece during the trial process. Those who violate the spirit of our Trial program by requesting excessive ongoing trials or who return excessively damaged mouthpieces will be subject to immediate suspension of their Trial privileges.

## **Annual Trial Limitations:**

Trials are limited to no more than 3 Trials per 12 month period per customer.

## **JodyJazz Trial Returns Address:**

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

## **How to Participate in the Trial Program:**

If you would like to participate in the JodyJazz Trial Program you must first complete and submit the JodyJazz Trial Program Terms & Conditions Agreement Form.

After submitting the Trial Program Terms & Conditions Agreement Form, one of our dedicated customer service team members will be in touch with you as soon as possible to take the next step.

Please remember that all DV, DVJC, DV CHI & DV NY models qualify for the Trial Program only on a limited basis, subject to their availability, and at the discretion of JodyJazz Inc.

If you are ordering only one mouthpiece, you can order directly from the website. Single mouthpieces are returnable subject to our Returns Policy Terms & Conditions.

Effective March 1<sup>st</sup>, 2022