



Policies & Procedures

page 1

Instrument Auditions

Hi Horns offers to a customer interested in purchasing a new or used Kanstul instrument a seven-day audition period for that instrument. During that limited period of time the customer is free to examine and perform on that instrument as necessary to determine if that instrument is an appropriate “fit” for that customer’s unique needs and applications.

To qualify for the audition of a new or used Kanstul instrument with Hi Horns the customer must meet the following criteria:

1. The customer must be ready to purchase the instrument at a mutually agreed on price between Hi Horns and the customer provided it passes that customer’s audition.
2. The customer must have supplied acceptable credit card information to Hi Horns that can be used for the payment of charges related to the auditioned instrument.

To arrange for the audition of a new or used Kanstul instrument the customer and Hi Horns must agree via e-mail to the following conditions:

1. The established purchase price and shipping costs for the instrument.
2. The customer and Hi Horns are obligated to supply accurate shipping addresses.
3. All shipping, both ways, will be done regular UPS or FedEx ground with the instrument insured at its full agreed on price between Hi Horns and the customer.
4. Hi Horns is obligated to inspect the instrument before shipping to insure that it is in perfect condition.
5. The customer is obligated to inspect the instrument as soon as possible upon its delivery and report to Hi Horns any damage or imperfections at that time. If there is no such notification Hi Horns will assume the instrument has arrived in perfect condition.
6. The customer is responsible for the instrument from the time he/she takes possession of it at delivery to when it is placed into the responsibility of a shipping company for its return to Hi Horns.
7. The customer is under no obligation to purchase the instrument unless it is lost, stolen or damaged beyond repair while the customer is responsible for the instrument.
8. The customer is obligated to pay for all damages or losses that may be incurred to this instrument while it is his/her responsibility. The limit of payment is the agreed on purchase price of that instrument between Hi Horns and the customer. . The customer is obligated to return the instrument to Hi Horns for repair work. The customer agrees that all repairs are to be done at the Kanstul Company in Anaheim CA. and arranged for by Hi Horns. The customer is obligated to pay all shipping and insurance costs incurred for repair work.
9. The customer agrees to limit this audition period to seven days from the date of delivery.
10. If the customer decides not to purchase the instrument the customer agrees to ship the instrument back to Hi Horns at that time or on the first business day following the seven-day audition period, which ever comes first. Instruments not returned within the agreed time frame will be billed to the customer. The instrument is to be packaged as the customer received it.
11. If the customer decides not to purchase the instrument the customer agrees to pay all shipping and insurance costs both ways between Hi Horns and the customer.
12. The customer is obligated to inform Hi Horns via e-mail when they have decided to purchase the instrument. Hi Horns will then process the established price through the customer’s credit card.
13. The customer must immediately pay in full the established price for the instrument when he/she decides to purchase it.

Custom Orders

Custom orders are those that include the purchase of merchandise that, at customer's request, is a modification in any way of its design as pictured or described in the current Kanstul literature. This includes merchandise that is ordered in gold plate.

Merchandise qualifying as a custom order must be paid for in full to *Hi Horns* before it can be ordered from the Kanstul Co. The Kanstul Company will not accept returns on ordered merchandise unless it qualifies for consideration under the defects and workmanship guarantee, therefore, this down payment is non-refundable. The Kanstul and *Hi Horns* one-year warranty on defects and workmanship apply on all custom orders.

Non-stock Orders

Non-stock orders are those involving Kanstul merchandise not immediately available for purchase at the *Hi Horns* dealership. Merchandise considered as non-stock merchandise must be partially paid for with a down payment to *Hi Horns* equal to 55% of its published list price before it can be ordered from the Kanstul Company. The Kanstul Company will not accept returns on ordered merchandise unless it qualifies for consideration under the defects and workmanship guarantee, therefore, under normal circumstances this down payment is non-refundable (see paragraph below). The Kanstul and *Hi Horns* one-year warranty on defects and workmanship apply on all non-stock orders.

This down payment is refundable under the following condition:

Hi Horns and the customer have entered into the written, signed agreement below that states that the down payment may be used, at the customer's discretion, toward the purchase of previously agreed on in stock merchandise. This credit agreement is limited to within two weeks after the customer takes possession of the original non-stock order.

Non-stock Order Agreement

This agreement between *Hi Horns* and _____ insures that this
Customer's name
customer is entitled to apply the down payment of _____ received by *Hi*
Amount
Horns on _____ as credit toward the purchase of _____
Date Instrument model or description
in stock merchandise. This credit offer is valid for two weeks after the above named customer
takes possession of this ordered merchandise.

Customer's signature
Date: _____

Dealer's signature
Date: _____
Customer has taken possession of this non-stock order on _____
Date
Customer's signature _____ Dealer's signature _____