

## **FIRST STRUM GUITAR LESSONS LLC**

[www.firststrumguitarlessons.com](http://www.firststrumguitarlessons.com)

928-202-0310

### **PURCHASING, CHECK-OUT & REFUND POLICY**

If purchases or lessons are for a minor, please read carefully our "Policy Regarding Minors" located under Policies on the Home Page of our website.

#### **Booking and Payment**

All music lessons can be booked online or by phone, text, or email. Music lessons or other purchases can be paid on our website using Visa, MasterCard, American Express, Google Pay, Apple Pay, Maestro, Zelle, or First Strum Guitar Lessons LLC (FSGL) gift card. Cash payments need to be made in-person. Checks are not accepted. By providing payment details, you authorize us to charge the applicable purchase and/or lesson costs to your selected payment method. Depending on your purchase, payment in advance may be required. Lesson prices are clearly listed on the website.

#### **Discounts and Promotions**

Most discounts or promotions will be automatically applied during the check-out process. However, if the promotion indicates you need to contact us, please do so to receive the applicable discount. Prices are subject to change at any time. The price listed on the website at the time of your purchase is what you will pay.

#### **Gift Cards**

Gift cards must be redeemed at check-out. They do not expire. They are non-refundable and cannot be exchanged for money. If you wish to transfer your gift card to someone else, please contact us.

#### **Lesson Confirmation**

Once your payment is successfully processed, you will receive a confirmation email with your lesson details. Please review your confirmation email to ensure all details are correct. If there are any issues or discrepancies, be sure to contact us within 24 hours via phone, text, or email.

#### **Refunds**

Refunds are not issued for single-pay lessons. If you bought a 10-lesson package, you will be refunded 50% of the cost of the package if you request a refund within 5 days of your purchase. Otherwise, refunds will not be issued. Third-party fees are never refundable. Though it happens rarely, if a lesson is canceled by us due to an unforeseen occurrence, we will reschedule to a day and time convenient for you.

#### **Website Accuracy**

We make every effort to ensure the availability and accuracy of lesson schedules, costs, and other services/offers made on our website. However, due to unforeseen circumstances, we reserve the right to change lesson times, instructors, or offers. In such cases, we will notify you promptly and offer alternative solutions.

#### **Privacy and Data Security**

Your personal and payment information is protected by industry-standard security measures. For more details, please refer to our Privacy Policy.

#### **Contact Us**

If you have any questions or need assistance regarding your purchase or anything else, please contact us.