



# TapSPACE Ordering Form Instructions

- Complete the next page in full and sign. Use a pen and write as clearly as you can.
- Make sure the **Billing Address** you enter is the address where you receive your credit card statements.
- Under “List Products” indicate the quantity and title of each piece you want to order. Note that if you include any downloadable titles, they will be sent to you via email using the address you provide.
- Circle a shipping option if desired. If no shipping option is selected, we will choose for you. In most cases this will either be USPS Priority Mail or UPS Ground, whichever is cheaper.

*Note: Express Mail International will be the default shipping option for ALL international orders.\**

- Return the completed and signed form to us by FAX (**503-288-6085**); by scanning and emailing it to: **shipping@tapSPACE.com**; or by postal mail to the following address:

TapSPACE Publications  
4010 NE Hancock St. #2  
Portland, OR 97212, USA

- If you prefer, you may phone in your credit card information to 503-288-6080 (Mon–Fri, 10:00am to 6:00pm PST).
- Once we have processed the order and charged your credit card for the total amount including shipping, your items will be sent.† You will also be emailed your receipt and any shipment tracking numbers.

*\*If you would like us to ship your international order using another class of service, this will be AT YOUR OWN RISK.*

*† Credit card charges that are declined will not be re-attempted more than 3 times, after which we will require you to pay via PayPal, check, or money order.*

Thank you very much for your order. We appreciate your business!

**www.tapSPACE.com**



# TapSPACE Ordering Form - Page 1

Send BOTH completed and signed pages to us:

- via FAX (503-288-6085);
- via email: [shipping@tapSPACE.com](mailto:shipping@tapSPACE.com);
- via postal mail: **TapSPACE Publications**  
4010 NE Hancock St. #2  
Portland, OR 97212  
USA

**PLEASE PRINT LEGIBLY!**  
We are not responsible for messy handwriting.

## Contact Information:

(Mr.) (Mrs.) (Ms.)  
Full Name \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

## List Products Ordered:

QUANTITY:	TITLE:

Is this in reference to an order off our website?  Yes  No \_\_\_\_\_  
If yes, please provide order number.

## Select Shipping Method (Orders received after 12pm PST will be processed the following weekday.)

	<input type="checkbox"/> Ground		<input type="checkbox"/> Priority Mail
	<input type="checkbox"/> 2nd Day Air		<input type="checkbox"/> Express Mail
	<input type="checkbox"/> Next Day Air		<b>Default for International orders</b>

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Billing Information
First Name
(Mr.) (Mrs.) (Ms.)
Last Name
Company
Address 1
Address 2
Address 3
City
State/Province
Postal Code
Country
Phone

Shipping Information <i>(if different than billing)</i>
First Name
(Mr.) (Mrs.) (Ms.)
Last Name
Company
Address 1
Address 2
Address 3
City
State/Province
Postal Code
Country
Phone

Credit Card Information		
Card Number (print clearly)		Expiration Date (MM/YY)
<input type="checkbox"/> Visa <input type="checkbox"/> Mastercard <input type="checkbox"/> Discover <input type="checkbox"/> Amex	Name (exactly as it appears on card)	CCV (3 or 4-digit code)

By signing below, I authorize this payment and warrant the information provided to be true and accurate. I understand that the shipping option I have selected may not be available in all cases and that Tapspace will contact me in the event that an alternative shipping method is required. I further understand that if I have requested merchandise to be shipped outside the USA, I will remain solely responsible for any customs/import duties and that any such import duties or taxes are NOT included in the shipping price. This signature also acts as my agreement to all **Terms and Conditions** as defined on the last page of this order form and any applicable usage licensing attached to products purchased.

Sign here X \_\_\_\_\_ Date \_\_\_\_\_

Check here if you wish to be contacted before we charge your credit card.

# Terms and Conditions

## SHIPMENTS AND DELIVERY TIME

Our shipping department can typically fulfill orders within 1–2 business days. Most orders will be sent via USPS Priority Mail which generally takes 2 to 3 business days to arrive, depending upon your location. Note that not all shipping options listed on this order form are available in all locations. We will contact you about this if necessary. Orders for third-party products such as Sibelius, M-Audio keyboards, etc. may experience longer delays in shipment depending on available stock.

## RETURNED SHIPMENTS

Shipments returned to us marked as “Undeliverable” will be held until the correct address information is provided. We will make reasonable attempts to contact you in this case, but ultimately it will be considered the buyer’s responsibility to contact us in order to correct the faulty address information. A new shipping charge, along with a \$10 handling fee, will be required for this secondary shipment. If the original shipment was returned due to an error on the part of TapSpace, no new charges or fees will be incurred, and the item(s) will be expedited to you as soon as correct address information is obtained.

## RETURNS POLICY

### MUSICAL INSTRUMENT PRODUCTS

We will accept returns for musical instrument products (e.g., Tap-Off, Rat Pad) provided that you contact us\* within 10 days of receiving the item to obtain a Return Merchandise Authorization (RMA). You will be required to ship the item back to us at your expense. Provided it is in “like new” condition, we will issue you a full refund (including the initial shipping charge). If the item shows signs of wear, the refund will be subject to a 9% restocking fee. **Items returned to us without a Return Merchandise Authorization will not be refunded.**

### PRINT MUSIC AND SOUNDWARE

We do not accept returns on virtual instrument software or print music except in the rare case that your item was received damaged or is defective\*\*. In this case, we will promptly replace it with the same item provided you contact us\* within 10 days of receiving the item to obtain a Return Merchandise Authorization (RMA). **Items returned to us without a Return Merchandise Authorization will not be refunded.**

**There are absolutely NO refunds for opened and/or registered software.**

### DOWNLOADABLE MERCHANDISE

Due to the nature of our download delivery system, we are not able to provide refunds for downloadable merchandise. If you are having technical difficulties working with the .zip file you downloaded or haven’t received your download key via email, we’re happy to assist you in solving these issues. Please refer to our frequently asked questions pertaining to downloadable merchandise.

\*Contact us regarding your order by email at [orders@tapSPACE.com](mailto:orders@tapSPACE.com), or by phone at **(888) 628-1899**.

**\*\*Please note: Software is not deemed defective if you are simply experiencing technical difficulties in installing or using it.** *It is very important that you carefully read the system requirements before placing your order as we cannot accept returns on the basis of incompatible system specifications.*

## CANCELLATIONS

In the event that you need to cancel a recently placed order, contact us immediately by phone at (888) 628-1899. If the item has already shipped, you will be responsible for returning the item to us unopened before a refund will be issued. Refer to the “Returns Policy” above for more information.

Due to the nature of our download delivery system, we cannot accommodate cancellations for downloadable merchandise once the transaction has been processed. If you are having technical difficulties working with the .zip file you downloaded or haven’t received your download key via email, we’re happy to assist you in solving these issues. Please, first refer to our frequently asked questions about downloadable merchandise—[www.tapSPACE.com/support/faq/](http://www.tapSPACE.com/support/faq/)

***By submitting your order with us, you are agreeing to these terms. Please be sure you have thoroughly read product specifications prior to purchasing.***