

MARSHALL MUSIC COMPANY

Reed Subscription Program

Terms and Conditions

2026–2027 School Year | Pilot Program

PART 1: KEY TERMS SUMMARY

What you need to know before enrolling

WHAT YOU'RE GETTING

A monthly supply of reeds delivered to your student's school by your local Marshall Music School Service Representative. Choose from Clarinet, Alto Saxophone, or Tenor Saxophone reeds in your preferred brand (Juno or Vandoren) and strength. Reeds are packaged and labeled individually for your student.

WHAT YOU'LL BE CHARGED & WHEN

- **Pricing:** Subscription pricing is displayed at the time of enrollment and confirmed at checkout. Prices are subject to change with notice.
- **Billing date:** Your credit card will be charged on the 15th of each month. If the 15th falls on a Saturday, Sunday, or holiday, payment will be processed the next business day.
- **Recurring charges:** By enrolling, you authorize Marshall Music Company to charge your card on file automatically each month until you cancel.

HOW TO CANCEL

- **Cancellation deadline:** To avoid being charged for the next cycle, please cancel by the **10th of the month**.
- **How to cancel:** Text us at (517) 675-8535 (preferred), call (800) 221-1755, or visit marshallmusic.com/contact-us. Cancellation is easy — no penalties, no hassle.
- **Missed the deadline?** We understand that life happens. Contact us and we will work with you on a case-by-case basis.

DELIVERY

- **School year:** Reeds are delivered weekly to your student's school by your Marshall Music School Service Rep. Occasional one-week delays may occur due to weather or school closures.
- **Summer:** Before the school year ends, we'll ask if you'd like to continue through the summer. Summer subscribers receive reeds shipped directly to their home at no additional cost.

RETURNS & REFUNDS

We want you to be satisfied. Unopened, unused reed packs in resalable condition may be returned for a refund. If we miss a full delivery cycle due to a supply issue, you will be refunded for that month. Text us at (517) 675-8535 or call (800) 221-1755 with any concerns.

QUESTIONS?

Text us at (517) 675-8535 (preferred), call (800) 221-1755, or visit marshallmusic.com/contact-us. Our team is happy to help.

By enrolling in the Reed Subscription Program, you confirm that you have read and agree to the Full Terms and Conditions below.

PART 2: FULL TERMS AND CONDITIONS

Marshall Music Company Reed Subscription Program | 2026-2027 Pilot Year

1. DEFINITION OF TERMS

In this Agreement, “we,” “us,” and “our” refer to Marshall Music Company. “You” and “your” refer to the parent or guardian enrolling in the Reed Subscription Program on behalf of a student. “Program” refers to the Marshall Music Company Reed Subscription Program. “Subscription” refers to your active enrollment in the Program. “Replenishment Cycle” refers to the recurring billing and fulfillment interval established at enrollment.

2. PROGRAM OVERVIEW

The Reed Subscription Program is a recurring delivery service designed to ensure that student musicians have a consistent and reliable supply of reeds throughout the school year. The Program is geared primarily toward first- and second-year band students and is offered in partnership with participating band directors and schools across Michigan.

This Program is offered as a pilot during the 2026-2027 school year. Marshall Music Company intends to evaluate the Program at the conclusion of the school year and, if appropriate, expand it as a standard offering beginning in fall 2027. These Terms and Conditions will be reviewed and updated prior to the 2027-2028 school year.

3. ELIGIBILITY

The Reed Subscription Program is available to families of students enrolled in band programs at Michigan schools where Marshall Music Company maintains an established School Service Representative relationship, a cooperative band director, and a routine weekly school service schedule.

Enrollment is available through two pathways:

- During the instrument rental ordering process, for families renting an instrument through Marshall Music Company in a participating school district.
- As a standalone subscription through the Marshall Music online store, for families whose student plays a privately-owned instrument.

Standalone subscribers will be required to identify their student’s school and band director at enrollment to confirm eligibility and establish a delivery route. Exceptions to eligibility requirements may be made on a case-by-case basis at Marshall Music’s discretion.

4. BILLING AND PAYMENT

4.1 Enrollment and Authorization

Enrollment in the Reed Subscription Program requires your affirmative consent. By completing enrollment, you confirm that you have chosen to subscribe and authorize Marshall Music Company to charge your credit card on file on a recurring basis according to your selected replenishment cycle. Pre-checked enrollment boxes will not be used; your active opt-in is required.

Subscription pricing is displayed at the time of enrollment and confirmed at checkout. Prices are subject to change with notice. See Section 4.4 for full details on pricing and price change procedures.

4.2 Billing Cycle and Charge Timing

Subscription payments are processed on the **15th of each month**, timed to align with the school delivery calendar. If the 15th falls on a Saturday, Sunday, or holiday, payment will be processed the next business day. You will be charged on a recurring monthly basis until your Subscription is cancelled. It is your responsibility to cancel by the 10th of the month to avoid being charged for that cycle. See Section 5.1 for cancellation instructions.

4.3 Declined Payments

If a payment is declined, reed fulfillment will not occur for that cycle. Marshall Music Company will notify you by text message and offer the option to resolve the payment manually with our billing office. Our billing team will generally make two to three contact attempts over a period of two to three weeks, at the discretion of our billing office.

If a declined payment is not resolved by the end of the calendar month in which it occurs, your Subscription will be automatically cancelled. You may re-establish your Subscription at any time by contacting our customer service or billing office, at which point a new replenishment date will be assigned.

4.4 Pricing and Price Changes

Subscription pricing is established at the time of enrollment and will remain fixed for the duration of the 2026–2027 school year under normal circumstances. While not anticipated, Marshall Music Company reserves the right to introduce a pricing adjustment effective with the January replenishment cycle should unexpected increases in product costs require it. In such a case, active subscribers will be notified in advance by text message. Billing will continue automatically at the updated rate, and the notification will include a clear and easy path to opt out if you do not wish to continue at the new price.

The first planned pricing adjustment will take effect with the June 2027 replenishment cycle, coinciding with the transition to summer delivery. Active subscribers will be notified of updated pricing by text message and asked to opt in to continue their Subscription through the summer at the new rate. This communication will be sent alongside the general summer participation outreach described in Section 7.3. Subscribers who do not respond will not be billed at the new rate and their Subscription will not continue into the summer unless they affirmatively opt in.

Following the 2026–2027 pilot year, this general framework will remain in effect: substantial pricing changes will be communicated to subscribers in advance, with an opt-in required at natural program transition points and an opt-out path provided for any mid-cycle adjustments. Prices are subject to change with notice.

4.5 Preference Changes Initiated by Director Recommendation

Your student's band director may recommend a change to your reed selection (such as a change in brand or strength) as your student advances. Marshall Music Company may initiate such preference changes on your behalf based on director recommendations, with notice provided to you before the change takes effect.

We will make every effort to notify you at least two weeks in advance, primarily by email. Notice timelines may vary depending on when director recommendations are received. No preference change will be applied without notification to you. Preference changes are typically applied at a class level, with a group of students transitioning simultaneously based on director guidance.

5. CANCELLATION, PAUSE, AND RETURNS

5.1 Customer-Initiated Cancellation

You may cancel your Subscription at any time by contacting Marshall Music Company customer service or our billing office. Text us at [\(517\) 675-8535](tel:(517)675-8535) (preferred), call [\(800\) 221-1755](tel:(800)221-1755), or visit marshallmusic.com/contact-us. There are no cancellation penalties.

To avoid being charged for the next replenishment cycle, cancellations must be received by the **10th of the month**. If a cancellation request is received after this deadline, we will work with you on a case-by-case basis and will apply grace and benefit of the doubt in determining whether a refund is appropriate.

5.2 Cancellation Upon Instrument Return

If you return your rental instrument to Marshall Music Company, your Reed Subscription will be automatically cancelled at that time. If you wish to maintain your Reed Subscription after returning your instrument, you must communicate that preference to our office at or before the time of return.

5.3 Billing Pause

Subscribers may request a temporary pause in billing and fulfillment. The standard pause is one month. Pauses exceeding two months will be processed as a cancellation. You may re-subscribe at any time following a cancellation by contacting our customer service or billing office. Pause requests are handled on a case-by-case basis at Marshall Music's discretion.

5.4 Returns and Refunds

Our return and refund policy is designed to be generous in your favor. Unopened, unused reed packs in resalable condition may be returned for a refund or credit toward a future cycle. We will give you the benefit of the doubt when evaluating return requests.

Replenishment orders cancelled while in transit or already delivered to the school will be refunded upon return of the product to any Marshall Music location.

6. PRODUCTS AND REPLENISHMENT CYCLE

6.1 Standard Offerings

The standard Program offerings consist of 4-packs of reeds in the following configurations:

- **Instrument: Clarinet**
 - Brands: Juno, Vandoren
 - Strengths: 2.0, 2.5, 3.0
- **Instrument: Alto Saxophone**
 - Brands: Juno, Vandoren
 - Strengths: 2.0, 2.5, 3.0
- **Instrument: Tenor Saxophone**
 - Brands: Juno, Vandoren
 - Strengths: 2.5, 3.0

This results in sixteen (16) standard product options. The standard replenishment and billing cycle is monthly.

6.2 Director-Approved Exceptions

Non-standard reed selections may be made available upon request by the student's band director, communicated through the assigned School Service Representative. Once approved, the exception option will be made available on the Marshall Music website to families at that school.

Eligible exception products include double reeds, alternative reed packs, and other consumable accessories that Marshall Music can readily stock and for which consumption cycles can be reasonably predicted. Marshall Music reserves the right to approve or decline exception requests. Exception subscriptions may carry a different replenishment cycle, typically two months. All other terms of this Agreement apply to exception subscriptions unless otherwise specified.

7. DELIVERY

7.1 School-Year Delivery

During the school year, reeds are delivered by your assigned School Service Representative during their regularly scheduled weekly school visits. Reeds will be individually packaged and labeled and delivered to the band director or, when the director is unavailable, left with the school's main office or another designated school representative.

Marshall Music Company's delivery obligation is fulfilled upon drop-off at the school. We are not responsible for reeds that are lost, misplaced, or delayed after delivery has been completed to the school. We may use our discretion to address individual concerns of this nature, but are under no obligation to do so.

7.2 Delivery Delays

Our fulfillment and delivery calendar is scheduled around the 15th of each month and designed to avoid conflicts with major school holiday breaks, including Thanksgiving and Christmas. Occasional brief delays may occur due to weather-related closures, school calendar conflicts, or product availability issues. In most cases, delays are limited to one week, with delivery occurring during the Representative's next scheduled visit.

A one-week delay during Spring Break is standard and expected. Extended or consecutive missed visits due to prolonged closures or unforeseen circumstances will be handled on a case-by-case basis in coordination with the School Service Representative and band director. Marshall Music Company is not liable for delivery delays caused by circumstances beyond our reasonable control, including weather events, school closures, or facility access limitations.

7.3 Summer Delivery

Prior to the end of the school year, Marshall Music Company will contact active subscribers regarding optional summer continuation. Subscribers who elect to continue will receive reeds shipped directly to their home address via USPS or UPS at no additional shipping cost. Reeds lost or damaged in transit during summer shipments will be replaced and reshipped at no cost to you.

Subscribers who do not continue through the summer may resume their Subscription at the start of the following school year, generally in September. Marshall Music Company will reach out to prior subscribers before the school year begins to facilitate re-enrollment.

8. PRODUCT AVAILABILITY AND PROGRAM SUSPENSION

Reed SKUs designated for the Subscription Program are maintained as reserved inventory, separate from standard retail sales, to protect replenishment cycles. Marshall Music Company will not substitute an alternative product in the event of a stock shortage without your prior consent.

In the event of a stock availability issue, our first course of action will be to delay fulfillment until stock is restored. You will be notified by text message of any delay. If a backorder situation causes a complete miss of a replenishment cycle, you will be refunded for that cycle.

In the event of a prolonged supplier disruption or other circumstances beyond our reasonable control, Marshall Music Company reserves the right to temporarily suspend the Program without constituting a breach of this Agreement. You will be notified by text message in the event of a suspension. Following a suspension, active subscribers will be automatically reinstated for the next monthly cycle unless you notify us otherwise.

9. RE-ENROLLMENT

Subscribers who cancel or pause may re-enroll at any time by contacting our customer service or billing office. Upon re-enrollment, your previously saved preferences will be on file and confirmed

with you before your new Subscription takes effect. You may update your preferences at re-enrollment, subject to director guidance and product availability.

10. PROGRAM MODIFICATIONS AND TERMINATION

Marshall Music Company reserves the right to modify, expand, or discontinue the Reed Subscription Program at any time. In the event of significant modifications or discontinuation, active subscribers will receive approximately two weeks' advance notice to allow time for alternative arrangements. Marshall Music Company also reserves the right to modify these Terms and Conditions, with updates communicated to active subscribers as appropriate.

11. DATA PRIVACY AND ACCOUNT AUTHORIZATION

11.1 Information We Collect

To establish and maintain your Subscription, Marshall Music Company collects the following personal information:

- Name and mailing address
- Email address
- Telephone number(s)
- Credit card or payment information
- Student's name, school, and reed preference

11.2 How We Use Your Information

Your information is used to establish your account, process transactions, fulfill orders, and communicate with you. Limited student information (name, school, and reed preference) may be shared with your assigned School Service Representative and band director solely for fulfillment and delivery purposes, consistent with our standard school delivery practices.

Your personal information will not be shared with third parties for promotional purposes. Marshall Music Company will notify you of any changes to our privacy policy.

11.3 Data Security

Our website uses SSL encryption to protect personal information in transit. All transactions through Marshall Music Company's online platforms are secured under our Secure Shopping Guarantee.

11.4 SMS and Communication Authorization

By enrolling, you authorize Marshall Music Company to contact you by email, phone, and text regarding your subscription status, billing, fulfillment, and related communications. If you consent to SMS, you agree to receive recurring transactional and program-related messages. You may opt out at any time by replying STOP. Opt-in data will not be shared with third parties except messaging partners solely for operating our text program. Message and data rates may apply. Carriers are not liable for delayed or undelivered messages. For privacy questions, text us at [\(517\) 675-8535](tel:5176758535) or call [\(800\) 221-1755](tel:8002211755).

12. GOVERNING LAW

This Agreement is governed by the laws of the State of Michigan. Any disputes arising under this Agreement are subject to the jurisdiction of the courts of the State of Michigan.

13. CONTACT INFORMATION

For questions about your Reed Subscription, billing, delivery, or these Terms and Conditions:

- **Text (preferred):** (517) 675-8535
- **Phone:** (800) 221-1755
- **Online:** marshallmusic.com/contact-us
- **Locations:** Lansing, Troy, Kalamazoo, Traverse City. Visit marshallmusic.com for hours and addresses.

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These Terms and Conditions apply to the 2026-2027 Reed Subscription Pilot Program and are subject to revision prior to the 2027-2028 school year.