



## FREQUENTLY ASKED QUESTIONS: GENERAL

### How do I order your products?

You can place an order through our website by choosing the product you want to order from the Products menu on our home page. There is a place on each product page for you to place an order. You can also call us at 877-650-0004. Many music stores carry our products as well. Our website provides a list of suggested retailers. If the music store that you usually purchase music from is not listed, please contact us.

### I placed an order through your website. How will I know that you received my order?

We will e-mail you an order confirmation within 24 hours of receiving your order. If you do not receive an order confirmation within 24 hours, please contact us to check if your order was received.

### Do you accept purchase orders?

Yes, we do. Many of our orders come in the form of a Purchase Order. You may fax your Purchase Orders to us at 651-748-8747 or send as an email attachment to: [orders@increasemusic.com](mailto:orders@increasemusic.com).

### Can I order your products through my local music store?

We work with many music stores across the country, and are always forming relationships with new stores. Contact your local music store to see if they stock our products. If they don't, tell them you would like to order our products through their store, and ask them to contact us.

### What shipping options are available?

Orders typically take 3-6 days to ship. If it is necessary for you to receive your music in less than 3 days, please indicate this at the time the order is placed. Additional shipping charges as applicable.

### I like the content of the Musical Magic books, but I noticed that the books don't have as many colorful pictures as other band methods. Why is that?

Although we believe that there is nothing wrong with colorful pictures to illustrate musical concepts, we do not feel they are necessary for students to learn to play their instrument well. Up to this point, we have focused our efforts on high-quality content rather than fancy graphics, and have seen the students reap the benefits of this approach when they enjoy a feeling of pride and accomplishment as they play well. In the near future, it is our goal to incorporate a minimum amount of color in order to accent the books in a professional and tasteful way.

I am currently using another band method, but am interested in talking to someone about how Musical Magic could fit into our band program. Is there someone I can talk to about my school's specific needs?

Yes, please call us at 877-650-0004 or e-mail us at [info@increasemusic.com](mailto:info@increasemusic.com) to discuss your school's current music education structure, and how Musical Magic may help you build a stronger program. We understand that choosing a method book or even supplemental material is a big decision, and we talk with many directors every year to give them the information they need to make a decision they feel good about.

Do you record musicians' demos?

No, at this time we do not record demos for aspiring musicians, but we wish you well in your pursuit of a professional music career!