

## **COVID-19: Mail order is operational, but there are constraints.**

Delivery to Australia and New Zealand is temporarily suspended.

Stock availability, dispatch and delivery times may be affected and thus may differ to what's shown below. We really appreciate your forbearance.

You can download these terms and conditions [HERE](#).

Placing an order indicates your acceptance of the following:

### **Availability**

You will only be able to order goods that are 'available'- this means they are either currently in stock, are due to be released or, to the best of our knowledge, are available from the supplier. US imports in particular can take a while to re-stock if they sell out - however this doesn't mean they're not available. All goods are subject to availability and release dates are subject to change.

The 'Info correct on' date can be a good indicator of likely availability - older items are more likely to have been deleted by suppliers.

Items marked 'Back In Soon' will usually take several weeks to get to you, dependent on how quickly stock becomes available. If you'd like more of an idea of the possible wait time, just drop us an email.

We attempt to dispatch pre-ordered items for UK delivery on the day of release. This is possible in the vast majority of cases, however it's dependent upon suppliers getting stock to us in good time.

You'll be charged for everything in your order at the time you place the order. We do not store payment details.

As we're a real shop, it's impossible to keep the site 100% up-to-date when items sell out or become unavailable, but every effort is made to get it as near to that as possible. Where a quantity is shown, that's our confirmed allocation of a (usually limited) release. You can be confident you'll get a copy. Availability changes constantly, so we reserve the right to cancel your order up to the point of delivery.

If you have a query about an order you've placed, please email [mailorder@banquetrecords.com](mailto:mailorder@banquetrecords.com) and quote your 6-digit order number. Please include an email subject - blank email subject headers risk being rejected as spam. This service is currently only available in English - apologies to non-English speakers.

Because stock availability changes all the time, we reserve the right to cancel your order up to the point of delivery.

### **Filling in the Order Form**

Please fill in all of the boxes on the checkout pages, paying particular attention to the card number, expiry date and CVC number you submit on your order form. It's also necessary to

provide a surname / last name and the address the card is registered at (Invoice Address) so we can verify your identity as the cardholder.

We are not responsible for orders which cannot be delivered due to a delivery address being incorrectly entered by you. The delivery address you enter on the order form will be shown in your confirmation email. This cannot be amended via the website, please contact us immediately if you've submitted an incorrect address.

Please provide an email address which is checked regularly and ensure that banquetrecords.com and banquetmailouts.com are added to your spam filter's 'safe list' so that emails we send you aren't deleted as spam. Email is the method we'll use to confirm your order, send you your order number and contact you if there are any order problems. A phone number / additional info will help us process your order more quickly in case of queries and oddities.

If you only want your order to ship if all items are available, please note this in the Comments box. Similarly, please note if you require your order by a specific date.

Overseas customers: the 'County' field on the order form is equivalent to your State or Province. 'Postcode' is equivalent to Zip or Postal Code.

As a customer, it is your responsibility to ensure you supply the correct email and delivery address for your order. If you're unsure about how to fill in the order form, please contact us. Should any item not arrive or be returned to us as undeliverable due to an incorrect or incomplete postal address supplied on your order form, we will not be held liable for non-delivery. You'll be liable for all re-delivery or return postage expenses incurred by us due to the incorrect address being supplied. In this situation an order can only be re-delivered if you pay all additional postage charges incurred by us.

Please avoid using accented or special characters in your name and address fields, as they're not recognised by our system and will delay dispatch of your order.

We cannot accept orders by post or payment by cheque.

## **Security Checks**

There are a number of security checks that it's necessary for us to perform in order to process credit / debit card orders when the customer is not present.

Our secure server encrypts all of your payment information (credit / debit card details, name and address) and transmits it securely over the internet using industry standard security techniques. While at the 'checkout' you will see a padlock in your browser indicating that the site is secure.

## **Postage and Packaging**

Postage and packaging charges are worked out automatically and added on to your order total once at the checkout. For example:

- CD: 80p for first item, 60p each additional
- LP / 12" / 10": £2 for first item, £1.20 each additional
- Double LP: £3 for first item, £1.80 each additional
- 7": £1.00 for first item, 70p each additional
- Tape: 80p per item
- Poster: £3 per item

If you order a variety of formats, you'll be charged the highest amount for the first item and each additional item will be charged at the 'additional' rate. For example, if you order a double LP, a single LP and a CD, you'll be charged £3 + £1.20 + 60p.

Rest of Europe UK rate x 3.

Rest of the world UK rate x 4.

Postage and packaging charges will be clearly shown in your basket before you submit your order.

Vinyl is dispatched in the strongest packaging available in the UK. As a default, we don't remove records from sleeves for shipping, so if you'd prefer your record to ship outside the sleeve, please note this in the Comments section at checkout.

We ship CDs in padded envelopes. Posters are sent in rigid tubes, separate from the rest of your order. Almost everything we use for packaging is recyclable. We package your order with care and we're always reviewing our packaging to improve it. We ship in excess of 50,000 orders worldwide annually with less than 0.5% reported damaged in transit.

Due to high levels of credit card fraud and many incidences of damage to packages, we are no longer able to ship to Indonesia, Brazil, Mexico, Paraguay, Chile, Russian Federation, Singapore, Taiwan, Ukraine - sorry.

## **Delivery Times**

If the items you have ordered are in stock, orders will usually be processed and dispatched within two working days of receipt and in the majority of cases UK customers should receive their orders within around two days of dispatch, although more often than not orders will be delivered the day after dispatch (delivery times are dependent on Royal Mail and, where applicable, your local postal service and customs). Larger orders, and overseas orders (which are sent by Airmail), will invariably take longer to get to you. Pre-order items are usually dispatched the Wednesday before their release date.

If something you've ordered is out of stock or otherwise delayed, we will notify you as soon as we have information about your order and you may then amend it if you so choose. If there are deleted items in your order, the in-stock items will ship and you will only be charged for those items.

We'll always try to email you as soon as we're aware of anything likely to delay delivery of your order for more than a week, but please note that (especially with import items) it can take a while for delays to become evident.

Orders are dispatched by standard Royal Mail services - overseas orders ship via Airmail. These services are not tracked and offer no compensation for loss. If you'd like your order shipped via a trackable service in the UK, please select Signed For at checkout, or add Special Delivery to your basket. If you want an overseas order shipped with tracking, ~~please contact us before placing an order~~ these services are currently unavailable due to the pandemic.

Estimated delivery times:

UK - 2 to 4 business days from date of posting (though often the day after posting)

Rest of Europe - 4 to 7 business days from date of posting

USA / Canada - 7 to 14 business days from date of posting

Rest of The World - 7 to 20 business days from date of posting.

Please note these times are estimated and are not guaranteed.

Customs declarations, where applicable, will be marked with the value of your order excluding postage charges. We cannot mark packages as 'gift' or at a lower value. You're responsible for any customs charges. We've no influence over how long your order might be held at customs.

If you select Collect In-store as your delivery method when checking out, all of the items in your order will need to be collected from our shop in Kingston during normal opening hours.

## **Signed Items**

The majority of our signed items are signed by bands when they visit Kingston. Occasionally some items may be signed elsewhere and are supplied to us by a record label. Because all of these items are signed by humans, we can't and don't make any guarantee that autographs on signed items will not be smudged or otherwise imperfect due to (for example) one band member leaning on another's autograph while signing, a band stacking sleeves before signatures are dry, bands mis-spelling names etc etc. Similarly, sleeves on signed items will not be in perfect, untouched condition as record and CD sleeves will be opened, handled, leant on to enable signing, which may result in small bends or creases. We will always specify any significant issues on the individual item. If the condition of the signature or sleeve is particularly important to you, please mention it in the Comments box when ordering and we'll try our best to help.

## **Record Store Day**

RSD items are usually available for sale online one week after Record Store Day in April.

As we generally receive approximately ten times more orders at this time versus a normal week, dispatch of all orders placed during this period will inevitably take considerably longer. Be assured that we work through orders as quickly as possible, but won't compromise packaging standards.

## **Order Hasn't Arrived**

Once the estimated delivery time has passed (see above) please email us at [mailorder@banquetrecords.com](mailto:mailorder@banquetrecords.com) with your order number. If you've received a dispatch notification, please check that your package isn't being held at your local postal delivery office due to it not fitting through a letterbox etc. For UK deliveries, Royal Mail should leave a notification card when this happens, but in our experience this doesn't always happen - similar problems occur overseas. If an item is returned to us because it wasn't collected from the delivery office, you'll have to pay the p&p charges to have it redelivered.

Because of the variation in time taken to deliver to different addresses, we can't consider an item lost or missing until 15 (UK) or 20 (Europe) or 25 (Rest of the World) business days after it's been posted.

If your order was posted 15 (UK) or 20 (Europe) or 25 (Rest of the World) business days ago and you've checked with your local postal service's delivery office, please email [mailorder@banquetrecords.com](mailto:mailorder@banquetrecords.com).

You must notify us about non-delivery of your package within 3 months of a dispatch notification being sent to the email address you have given us.

### **Wrong Item(s) Received / Item(s) Missing From Order**

You must notify us of any problems with your order within 14 calendar days of delivery - email [mailorder@banquetrecords.com](mailto:mailorder@banquetrecords.com) with your order number, providing as much information as possible. If items are missing from your order, please check the note and receipts enclosed with your order, as it's likely the reason for missing items will be explained there.

### **Right To Cancel**

You may cancel an order for goods (except tickets) for any reason within 14 calendar days, beginning with the day after the day on which you received the goods. If you cancel an order within this timeframe, you must notify us in writing at the email address above and wait for a response before returning the goods. It is your responsibility to take reasonable care to ensure the goods are not damaged in transit when you return them and are received by us at the address displayed on the website. Return postage will be at your cost.

We'll provide a full refund for goods returned in accordance with these conditions as soon as possible and no later than 30 days after we receive the notice of cancellation from you. Note that postage costs in these circumstances are not refundable. It's your responsibility to retain possession and to take reasonable care of the goods in the period prior to cancellation and until you return them to us. No right to cancel applies to audio or video recordings or computer software if they are unsealed by you. Your statutory rights are not affected.

We try to get your order out to you as quickly as possible. If your item is in stock, it can be often be ready for dispatch within half an hour. Because of this, it's important to double-check your order before it's submitted.

We do understand that everyone makes mistakes and occasionally you might want to amend or cancel an order. If so, please email us as quickly as possible with us as much information as you can and we'll do our best to help. However, if your order is already being processed we may not be able to change details or cancel it. You are of course entitled to return the item(s) as above within 14 calendar days of receipt.

## Returns

**Please do not return anything to us before getting a reference** - email

[mailorder@banquetrecords.com](mailto:mailorder@banquetrecords.com) with your order number and we'll provide instructions.

Returns should be sent back within 14 calendar days and will be processed within 14 days of receipt. We reserve the right to not process returns sent to us without prior permission or returned damaged. Posters for Banquet-promoted shows are printed to order and are not returnable.

## Tickets

Tickets cannot be replaced. Once purchased they cannot be cancelled, exchanged, refunded, transferred or re-sold at more than face value. In some cases, where shown on our website and on the tickets themselves, tickets are not transferable and ID matching the name of the person who purchased the ticket(s) will need to be provided at the venue for admission. Please check individual event listings. We reserve the right to invalidate tickets re-sold at more than face value.

It's the responsibility of the ticket holder to ascertain whether an event has been cancelled and the date / time of any rescheduled event. We'll attempt to contact you using the email address you supply on your order form to notify you of a cancellation or rescheduling. In the case of rescheduled events, if you need a refund your tickets must be received by us before the event takes place.

In the event of a cancelled or rescheduled event, you will need to return your tickets to us at your cost. We will refund the face value of the tickets as soon as possible, and no later than 30 days after, we receive your returned tickets. Postage / venue collection fees are not refundable.

We do not have any liability to you beyond the face value of the ticket and any relevant booking fee. We will not be liable to the extent that any loss or failure is caused by a force majeure event. Force majeure means any cause beyond our reasonable control.

Line-ups and running times are subject to change.

Tickets ordered for delivery by post will not always be posted immediately (this is dependent upon when tickets reach us) but should arrive no later than 2 days before the show. If you have not received your tickets, please contact us no later than 2 days before the show takes place.

'Collect At Venue' tickets are to be collected at the venue on the night of the show. You'll need to bring your 6 digit order number with you. Some venues also require photo ID for admission - please check individual show listings for further information.

## **Accessible Tickets**

We provide one personal assistant ticket free of charge to disabled customers who would otherwise not be able to attend a show. Facilities at the venues we use vary, so please contact us if you have any queries. Please purchase your standard ticket first, then [send an email](#) with your ticket order number and your proof of eligibility:

Front page of DLA / PIP

Front page of Attendance Allowance letter

Evidence that registered severely sight impaired (blind)

Access Card

We'll review applications for assistance tickets without the above proof of eligibility above on a case-by-case basis.

Banquet Gravity DIP Ltd t/a Banquet Records, 52 Eden Street, KINGSTON, KT1 1EE.

Company number 01210073 | VAT 812 8363 35