

## **Other World Music Terms and Conditions**

### **Cheque Purchases**

Anyone wishing to purchase a CD by cheque can do so provided that the cheque is in sterling and issued from a British bank. All cheques must be made payable to 'Stuart Norfolk' and sent to: Other World Music, Alverton House, Alverton Road, Penzance, Cornwall TR18 4TF United Kingdom. Tel: 0845 634 6293.

### **CD Album Sales**

CD Album sales are usually despatched within the first two working days following confirmation of sale.

All album sales to UK addresses are despatched via the standard postal service. All album sales to the rest of the world are despatched via air mail.

Retail sales to UK outlets are generally sent second class recorded delivery. And sales to Europe and the rest of the world are sent (small packet) air mail.

### **Returns Procedure**

Requests for a refund must be made within 21 days of the date of sale. Full refunds will only be made on CD albums returned in their original state. Digital sales are final and non-refundable.

Return of goods must be made at the expense of the customer. Faulty CD's will receive a full refund, or replacement.

All returns MUST be supported by an RMA number (Return Materials Authorization). An RMA can only be obtained by requesting one through our Contact page. This should be accompanied by a short explanation as to the reason for returning the CD.

Returns received without an RMA will NOT be accepted.

Other World Music reserves the right to charge a restocking fee.