

UNDERBELLY RECORDS - WEBSITE TERMS & CONDITIONS

COUNTRIES SERVED

UNDERBELLY RECORDS WILL BE SERVING THE FOLLOWING COUNTRIES:

UK

ALL EU COUNTRIES

USA

CANADA

JAPAN

HONG KONG

SINGAPORE

AUSTRALIA

NEW ZEALAND

SOUTH AFRICA

PAYMENT, ORDERING AND DELIVERY TERMS AND CONDITIONS

1. **CREDIT CARD PAYMENTS.** THE UNDERBELLY RECORDS CREDIT CARD PAYMENT SYSTEM IS SECURED AND MANAGED BY PAYPAL.
 - A. **PAYPAL'S TERMS & CONDITIONS.**

2. **ORDERING.** UNDERBELLY RECORDS WILL ENDEAVOUR TO DISPATCH ORDERS ON THE SAME DAY THAT THEY ARE RECEIVED PROVIDING THIS IS BEFORE 4PM UK TIME. NO ORDERS WILL BE DISPATCHED OVER WEEKENDS OR PUBLIC HOLIDAYS.
 - A. **STOCK.** THE STOCK CONTROL SYSTEM USED BY UNDERBELLY RECORDS IS REGULARLY UPDATED BUT NOT SYNCHRONISED WITH THE WEBSITE, THEREFORE DURING BUSY PERIODS AN ITEM SHOWN ON THE WEBSITE MAY BE OUT OF STOCK.
 - B. **PLEASE CHECK YOUR DESPATCH EMAIL TO CONFIRM WHAT YOU WILL BE RECEIVING.**
 - C. **THERE MAY BE TIMES THAT A PARTICULAR ITEM WILL NO LONGER BE AVAILABLE FROM OUR SUPPLIERS.**
 - D. **CONFIRMATION EMAILS.** ONCE YOUR ORDER REQUEST HAS BEEN SUBMITTED YOU WILL RECEIVE AN EMAIL CONFIRMING YOUR ORDER. THIS WILL BE FOLLOWED BY ANOTHER EMAIL ONCE YOUR ORDER HAS BEEN DISPATCHED (NON DIGITAL CONTENT). IT IS IMPORTANT TO CHECK THIS TO ENSURE ITEMS ARE IN STOCK.
 - E. **VAT.** ALL PRICES DISPLAYED ON THE UNDERBELLY RECORDS WEB SITE INCLUDE VAT.
 - F. **INVOICING.** YOU WILL RECEIVE AN INVOICE FROM UNDERBELLY RECORDS WHEN YOU MAKE A PURCHASE.

2. **SHIPPING AND DELIVERY.** ALL ORDERS ARE DELIVERED USING EITHER ROYAL MAIL OR PARCEL FORCE. RECORDS ARE SHIPPED IN CARDBOARD MAILERS AND SPECIALIST SHIPPING BOXES.
 - A. **RETURNS:** WE WILL ONLY REFUND OR REPLACE ITEMS THAT EITHER HAVE A MANUFACTURING DEFECT OR ARE DAMAGED IN TRANSIT. ANY ITEMS MUST BE RETURNED TO UNDERBELLY RECORDS TOGETHER WITH A DESCRIPTION OF THE PROBLEM BEFORE WE ARE ABLE TO EVALUATE WHETHER A REFUND IS DUE.
 - B. **NON DELIVERY:** ALL ITEMS SENT BY PARCEL FORCE ARE INSURED AND REQUIRE SIGNATURE ON DELIVERY.