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## **TopTributes Ltd Refund/Return Policy**

*This policy statement is in two parts:*

**Part 1** is policy for CD, DVD and other tangible goods sales.

**Part 2** is policy for performance of live acts.

### **Part 1 - Refund/Return Policy for CD, DVD and other tangible goods sales:**

If your CD or DVD arrives damaged, faulty, or is otherwise unplayable, please return it to us by post within 28 days of the dispatch date shown on the package, stating in writing the reason for your dissatisfaction, and we will be glad to replace it with a correctly working item, and also refund your return postage costs.

We will not refund payment for faulty items. We will only replace it. If the item is out of stock, we will send it you when it comes available again.

If you have ordered and thus receive the wrong CD or DVD (ie, not the one you intended to order) please return it to us by post within 28 days of the dispatch date shown on the package and we will exchange it for the item you intended to order, however, the extra postage/shipping costs incurred in such an exchange are not refundable. If the alternative item costs more, the difference shall be payable by you the customer. If it costs less, we shall refund the difference.

You may only return a wrongly chosen item once - We do not send CDs or DVDs on a trial basis.

Your credit or debit card numbers and other financial information and details will not be stored.

Please email questions or comments to [jackvalentine@toptributes.co.uk](mailto:jackvalentine@toptributes.co.uk) or telephone 07734 144 376 or 0208 466 5870

### **Part 2 - Refund/'Return' Policy for performance of live acts:**

The Client agrees to pay for the whole amount of the booking fee ( ) .

Please note that all deposits are non-refundable except in case of section 1 & 2 (see below). \* In the event of cancellation of the function by the Client, 91 days notice must be given to the agent in writing otherwise a cancellation fee of 50% of the full fee will be levied to the client. If the client cancels the performance with 60 days notice or less, 100% of the booking fee

will be liable and must be paid to the agent. All cancellation fees will be calculated on the gross fee due and must be paid to the agent in full within 7 days of invoice. Additional days will be charged to the client at 5% interest. Cancellations must be made in writing to the agent by letter.

**All Verbal or Telephone cancellations will not be acceptable as legitimate.**

In the event that the Artist booked through the agent by the client cancels the event or is unable to perform (for whatever reason) the Agent shall make every attempt to supply a suitable act as alternative for the same fee, whether other tribute act or impersonator to replace exactly or as closely as possible the original artist booked for the client.

1. In the event that the Agent is unable to replace the artist with an understudy to resemble as closely as possible the original act booked and after making every reasonable effort to do so, the agent shall refund the client for any monies paid in advance but neither the agent nor the artiste shall be held responsible to the client for any resulting losses, financial or otherwise, including loss of “enjoyment”, dignity or loss of business suffered by the client. \*

2. If the artiste fails to attend the venue on the date of function without prior notice to the agent or client or in the event that the artiste or artistes having arrived at the venue, then does not or cannot perform (except through sudden illness apart from incapacitation caused by alcohol or drug misuse, War, declared or undeclared, Terrorism, Earthquake, Act of God, Force Majeur, or sudden fault of electrical equipment caused by the venue rendering the artist unable to perform), full refund will be given to the client but no liability or blame will be sustained by the agent for resulting loss of business, dignity or “enjoyment” on the part of the client. \*

This document is an extract from our complete Terms and Conditions Contract which can be seen and downloaded at <http://www.toptributes.com/policies/policies-full-contract.html> which clients and visitors to this website are advised to read.