

ACTIVE MUSIC SERVICES (AMS) CHORAL MUSIC CENTRE TERMS & CONDITIONS

**Please read these Terms and Conditions before placing an order
They may be updated or changed at any time and without notice**

Amended from 18.3.10

Please note that postal charges are due to increase from April 2010

ORDERS

The company policy is that all orders for choral music will be a minimum of 3 copies.

Orders can be made via post, telephone, fax, email or from www.activemusicservices.co.uk.

For enquires about music stock please go to www.activemusicservices.co.uk click on **CHORAL MUSIC CENTRE** then **AVAILABILITY OF CHORAL MUSIC** and follow the instructions.

PAYMENT - Cheques, payable to **ACTIVE MUSIC SERVICES**, must be paid **within 21 days** of the invoice date and sent to Active Music Services, Heulwen, Hirwaun Road, Hirwaun, Aberdare, CF44 9HW. Please **SAVE PAPER** and do not return your invoice or any copies of the invoice. Please just send **the cheque** with your address and invoice number on the back.

PAYPAL - A PayPal Email will be sent requesting payment via the following options:-

i) Pay an invoice via your personal PayPal Account

ii) If you do not have a PayPal Account there will be an option to pay with a credit/debit card via the PayPal secure method. The email gives clear instructions how to proceed.

NEW

ON LINE PAYMENTS – To pay online or via the BACS system please contact AMS for more information.

RECEIPTS – All receipts are only available via email.

LATE PAYMENTS – There will be a charge of 12% interest per week (+ postage)

NEW

PERSISTENT LATE PAYERS will be requested to pay before any orders are processed and delivered.

POSTING & PACKAGING - Postal charges are based on Royal Mail sliding scale according to size and weight. Orders will be sent 2nd class unless 1st class is requested. Packaging is free.

Invoices will be placed on the front of the order and sent to the person who placed the order Duplicate copies will only be available by email.

DISCOUNTS - Discounts are **NOT AVAILABLE** as they are automatically subsumed into the product price. AMS does not charge for any handling orders, packaging, VAT on carriage charges, administration, communications and provision of a **FREE INSPECTION SERVICE**.

REFUNDS - Refunds are not available after the order has been accepted and confirmed. Any exceptional circumstances must be negotiated with AMS **within 7 days** after delivery.

INSPECTION COPIES - This is a **FREE** service. The archive copies are **NOT FOR SALE** and must be returned within 14 days or charges to replace will be incurred. Please use a Royal Mail **LARGE LETTER STAMP** to return copies or the Royal Mail fine of £1.20 plus petrol costs for 10 mile trip to collect from the nearest sorting office will be passed on to clients.

COPYRIGHT

International copyright laws protect Active Music Services.

Active Music Services does not condone any photocopying of materials.

Any infringement of copyright or reproduction of any material will be seriously investigated.

NEW

SHARING COPIES of any printed items, especially if they are not registered with a publishing company, is strictly illegal and may be an infringement of copyright.

PRIVACY POLICY

AMS is committed to protecting the privacy of its clients.

AMS will not divulge, sell, rent or trade any information to any third party until such a time that for any reasons the company sells its assets. Clients will be informed if and when the latter occurs.

Clients names, organisations, addresses and relevant information will be collected for the purpose of reply to requests for information, delivering quotations, invoices, products or relevant information connected to an order placed with the company. AMS may keep clients or potential clients informed of developments to the Choral Music Catalogue and any market or audience development research via email / fax / post / telephone.