

Terms and Conditions

PLEASE READ THE TERMS AND CONDITIONS CAREFULLY BEFORE PLACING AN ORDER FROM WHITE STAR RECORDS LIMITED AND RETAIN A COPY OF THEM AND YOUR ORDER FOR FUTURE REFERENCE. BY CONTINUING WITH A PURCHASE IT IS DEEMED THAT YOU HAVE READ, UNDERSTOOD AND AGREE TO THESE TERMS AND CONDITIONS.

1. Supplier identification

white-star-records.com is a site operated by White Star Records Limited.

We are registered in the United Kingdom under company number 08919044 and with our registered office at 3 Thomas Lane, Finchampstead, Wokingham, Berkshire, RG40 4RU.

Our main trading address is 3 Thomas Lane, Finchampstead, Wokingham, Berkshire, RG40 4RU.

Our VAT number is 227507021.

We are a member of the Association of Independent Music.

2. Terms of Sale

The terms of sale set out here apply to goods supplied by White Star Records Limited, ordered from the company website at white-star-records.com. By continuing with a purchase it is deemed that you have read, understood and agree to these terms and conditions.

You must be 16 years of age or older to order from the website and by accepting these terms and conditions you are confirming this.

White Star Records Limited reserves the right to change these Terms and Conditions without notice to you in relation to future sales.

These terms do not create any rights to any parties other than the purchaser.

3. Orders and Pricing

White Star Records Limited use Paypal as their online purchasing system.

White Star Records Limited accepts payment by any of the credit cards shown as acceptable on the website at the time of purchase.

All prices are shown in UK pounds sterling and are subject to VAT and delivery charges unless otherwise stated. These charges where applicable will be added on confirmation of your address and payment details and prior to the order being placed during the payment process.

The description and price of goods will be as shown on the website at the time you place your order. Every effort will be made to ensure that prices shown on the website are accurate at the time of purchase. If an error is discovered prior to despatch of your order, White Star Records Limited will inform you as soon as possible and offer you the option of reconfirming your order at the correct price or cancelling your order.

When ordering online your order will be sent to White Star Records Limited through Paypal by email. You will also receive an email receipt to confirm White Star Records Limited has received your order. Should you not receive an email within 48 hours please contact us at orders@white-star-records.com

If you are shopping from outside the UK, terms and conditions, shipping prices and delivery times will differ to those stated on our website.

All goods are subject to availability. If on receipt of your order the goods are out of stock, White Star Records Limited will inform you and refund or re-credit you for any sum that has been paid by you for the unavailable goods.

White Star Records Limited is under no obligation to accept any order.

4. Delivery

All delivery times quoted on the White Star Records Limited website are estimates based on availability, normal processing and delivery times. White Star Records Limited may deliver items from the same order separately but will charge for postage and packing as per the original order.

Goods ordered will be delivered to the address given when the order was placed, subject to receipt of an order confirmation email.

Delivery of goods to you will be considered to have occurred once the goods are placed with Royal Mail, or any other service we may use. Where large goods are concerned, if there is no one available at the delivery address when delivered, White Star Records Limited cannot accept responsibility if they are returned to the post office and remain uncollected.

Any items purchased as a “pre-order” (ie before the official release date) will be sent out by standard Royal Mail delivery three days before the release date as advised on the website. White Star Records Limited reserve the right to amend the release date if necessary.

White Star Records is not liable for any loss or damage suffered by you through any unavoidable delay in delivery of an order. White Star Records Limited is not liable for any damage which occurs to an order after a delivery has been made.

5. Payment Security

White Star Records Limited uses Paypal for online payments via the Magick Eye website (www.magickeye.com). Paypal allows us to safely process your credit card payments and complete the financial transactions as securely as possible. For further information regarding Paypal’s secure systems please visit their website www.paypal.co.uk

White Star Records Limited is not liable for any unauthorised access to information supplied by you.

6. Returns

In cases of goods that are faulty, damaged or wrongly supplied please contact White Star Records Limited at orders@white-star-records.com

White Star Records Limited accept no responsibility for goods damaged or lost in transit.

7. Right to Cancel

You have the right to cancel the purchase of a good without having to give a reason at any time within the "cooling off period" of seven working days, beginning on the day after you receive the goods.

If you are in possession of the goods you are under the duty to retain them and take reasonable care of them. You must send the goods back to us to our contact address at your own cost (unless we delivered the item to you in error or the item is damaged or defective) as soon as possible once you have cancelled the contract.

We reserve the right to make a charge not exceeding our direct costs of recovering the goods if you do not return the goods or if you return them at our expense.

Once you have notified us that you wish to cancel the contract, any sum debited to us will be refunded to you as soon as possible and in any event within 30 days of your cancellation.

You will not have any right to cancel a purchase for the supply of any of the following goods:

- for the supply of goods which are clearly personalised or which by reason of their nature cannot be returned.
- for the supply of audio or video recordings if they are unsealed by you.
- for the supply of newspapers, periodicals or magazines.

8. Privacy Policy and Cookies

Contract Execution

Your personal data will be used to provide the information, goods and services offered through our website to you, for billing and order fulfilment.

Email newsletter

If you sign up to our newsletter we may use your email address to send you information about products or services

You can opt out of these at any point and you can ask for personal data to stop being recorded at any time.

Cookies and Monitoring

A cookie is a small text file that we store on your device. Our website uses cookies to distinguish you from other users of our website. Cookies also provide us with information about how this website is used so we can keep it as up to date, relevant and error-free as possible.

Strictly necessary cookies - These are cookies that are essential to the operation of our website.

Analytical/performance cookies - These cookies allow us to recognise and count the number of visitors to our website. This may include, for example, Google Analytics.

Functionality cookies - These cookies are used to recognise you when you return to our website.

Targeting cookies - These cookies record your visit to our website, the pages you have visited and the links you have followed.

We may monitor traffic to our site and collect the following information:

- The IP address of your computer.

- The referring website from which you have got to our website from.

The reasons for this are:

- To make ongoing improvements to our website based on this data.
- To see our most popular sources of business.

Disclosure of personal data

We may disclose your personal data:

- To other companies within our group.
- If we sell our business.
- To agents and service providers.
- In cases where we are required by law to pass on information or if we believe action is necessary for fraud, cyber crime or to protect the website, rights, personal safety of person/s.

We may also disclose aggregate statistics about visitors to our website (customers and sales) in order to describe our business to prospective partners (advertisers, sponsors) and other reputable third parties and for other lawful purposes, but these statistics will include no personally identifiable information.

If you are concerned about your data, you have the right, subject to the payment of a small fee to request access to personal data which we may hold or process about you.

9. Notices

All notices you send us must be sent to the contact details on this site orders@white-star-records.com. We may give notice to you at either the email or postal address you provide to us when making a purchase. (Notice will be deemed received and properly served 24 hours after an email is sent or three days after the date of posting of any letter). In providing the service of any notice, it will be sufficient to prove, in the case of a letter, that the letter was properly addressed, stamped and placed in the post and, in the case of an email that the email was sent to the specified email address of the addressees.

10. Conclusion

These terms are governed by English law. Any contract for the purchase of goods from this site and any dispute or claim arising out of or in connection with any such contract will be governed by English law. You and we both agree that the courts of England and Wales will have non-exclusive jurisdiction.

BY CONTINUING WITH A PURCHASE IT IS DEEMED THAT YOU HAVE
READ, UNDERSTOOD AND AGREE TO THESE TERMS AND
CONDITIONS.