

Terms and Conditions

Placing an order with Band of Light Media Limited indicates that you have read, understand and agree to the following:

1. Authorisation to ship. Placing an order through our website using PayPal represents permission to us to ship the items you've ordered. We do not require any further permission or clearance from you prior to shipping.

2. Shipping policies. We usually ship within three days of receipt of your order. Shipping times: please allow five working days for arrival of items within the UK and ten working days for rest of world destinations. All rest of world items ship by airmail.

3. Damaged Goods. Please always consult with us (by contacting orders@bandoflight.co.uk) before considering returning any item(s), regardless of the reason. If there is a mistake in shipping, shipping damage or a defect in the product, we will replace the item(s) on proof of damage or shipping error. All claims for replacements due to shipping damage or manufacturing defects must be made within 3 days of delivery. We reserve the right to reject claims of manufacturing defects in cases of user abuse.

4. Problem Resolution. We are committed to customer service and will promptly address any claims of shipping errors, damage, defects, missing items, etc. if we are contacted within three days of delivery at orders@bandoflight.co.uk. We will solve all genuine customer service problems through reshipments, discounts or whatever else is necessary to reach an equitable solution to the problem.

5. Copyright. All content included on this site, such as text, graphics, logos, button icons and images is the property of Band of Light Media Limited or its suppliers and protected by international copyright laws. Unauthorised copying or commercial use of this material may result in legal action.