

## Terms and Conditions

These Terms and Conditions outline how **Jukebox Choir** provides its services and supplies any associated goods. By placing an order with us or using our website, you acknowledge that you have read, understood, and agreed to these terms.

If you need clarification at any stage, you can contact us on **07549 402579**.

Jukebox Choir is based in the United Kingdom, with its official address at:

**Flat 12, 16 Florence Road, Bournemouth, BH5 1HF.**

Email: **office@jukeboxchoir.com**

Website: **www.jukeboxchoir.com**

You must be at least 18 years old and legally able to enter a binding agreement to purchase services or goods from us.

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### 1. Key Definitions

- **Consumer:** An individual purchasing services or goods for personal use, not for business purposes.
- **Contract:** The legally binding agreement formed between you and Jukebox Choir.
- **Delivery Location:** The agreed place for delivery of goods or provision of services.
- **Durable Medium:** Any format that allows information to be stored and reproduced unchanged, such as email or paper.
- **Goods:** Any physical items supplied by us as part of or alongside our services.
- **Order:** Your request for services or goods placed through our website.
- **Services:** The activities, classes, or offerings advertised on our website.
- **Website:** **www.jukeboxchoir.com**.

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### 2. Our Services

All details, descriptions, and imagery of our services or goods on the website are intended to give a general overview. Minor variations may occur.

Where services or goods are tailored to your specifications, it is your responsibility to ensure all information you provide is accurate.

All services listed on the website depend on availability. We may update or adjust services when required for legal, operational, or safety reasons. If such changes affect your order, we will inform you.

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### 3. Customer Obligations

To help us deliver our services effectively, you agree to: - Provide any required information in a timely and accurate manner. - Allow reasonable access to premises if relevant. - Obtain necessary permissions or licences where required.

If you do not meet these obligations, this may result in delays, suspension of services, or termination of the contract.

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### 4. Website Registration and Personal Data

If you create an account on our website, you are responsible for keeping your login details confidential.

We handle your information strictly in line with our Privacy Policy and UK data protection laws.

We may contact you using digital communication methods or post.

Data protection enquiries should be sent to **office@jukeboxchoir.com**.

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### 5. How Orders Are Formed

Information on our website does not represent a binding offer. When you place an order, we may accept or decline it. If we accept, you will receive a written **Order Confirmation**, which finalises the contract.

Please review your order before completing checkout, as you are responsible for ensuring accuracy. Any fee estimates provided remain valid for **14 days**, unless we withdraw them earlier.

Changes to the contract must be agreed in writing.

Our services are intended for Consumers. If you are purchasing for business purposes, please notify us so different terms can be provided.

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### 6. Fees and Payment

The prices displayed on our website at the time of your order apply.

**Jukebox Choir is not VAT registered**, and therefore VAT is not charged.

Payment must be made using the accepted payment methods at the time of ordering. We may take payment immediately or before delivering services or goods.

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## 7. Delivery of Services and Goods

We aim to provide services or deliver goods within agreed timeframes. If no timeframe is agreed: - Services will be delivered within a reasonable period. - Goods will be delivered within **30 days** of the contract being formed.

If delays occur, you may be entitled to a fee reduction. In specific circumstances, you may treat the contract as terminated if goods are not delivered on time.

Risk passes to you once delivery is completed. Ownership passes once full payment is received.

We generally only deliver within the UK. If we agree to deliver elsewhere, you may be responsible for additional taxes or customs charges.

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## 8. Your Right to Cancel

You may cancel your order before the contract is finalised.

Once the contract is formed, you typically have **14 days** to cancel without giving a reason, except where exclusions apply (e.g., personalised goods, rapidly perishable items, or leisure services tied to specific dates).

If you cancel, you must notify us in a clear written statement. You may use the model cancellation form provided.

If you request that services begin during the cancellation period, you must pay for the portion supplied up to the point of cancellation.

Refunds will be issued within 14 days according to your responsibilities (such as returning goods).

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## 9. Quality and Compliance

We are legally obligated to provide goods that: - Meet satisfactory quality standards. - Are fit for the purpose you made known to us. - Match their description.

Services will be delivered with reasonable skill and care.

Any pre-contract statements that influenced your decision form part of the contract unless corrected.

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## 10. Contract Duration and Termination

The contract remains active until services are completed unless terminated earlier.

Either party may end the contract if the other commits a serious breach and does not resolve it within 30 days of written notice.

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## 11. Transfer of Rights

Both you and Jukebox Choir may transfer rights or obligations arising from this contract. We remain responsible for any subcontractors we use.

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## 12. Events Outside Our Control

If circumstances beyond a party's reasonable control prevent fulfilment of contractual duties, obligations will be paused while affected. The affected party must notify the other as soon as reasonably possible.

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## 13. Privacy and Data Protection

We comply with UK GDPR and Data Protection laws.

- Personal data is collected only for stated, lawful purposes.
- Data is processed only where necessary.
- We implement security measures to protect your data.

Data protection enquiries: [office@jukeboxchoir.com](mailto:office@jukeboxchoir.com).

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## 14. Our Liability

We do not exclude liability for: - Death or personal injury caused by negligence, - Fraud or fraudulent misrepresentation.

We are not liable for losses that are unforeseeable or for business-related losses.

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## 15. Governing Law and Complaints

These Terms and Conditions are governed by the laws of **England and Wales**.

Disputes may be brought in the courts of your UK jurisdiction.

If you have a complaint, please contact us. We aim to resolve issues within **5 working days**.

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## 16. Cancellation Form

**To:** Jukebox Choir

**Email:** office@jukeboxchoir.com

I/We hereby notify you that I/We cancel my/our contract for the supply of the following services:

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Signature (if submitting on paper):** \_\_\_\_\_

**Date:** \_\_\_\_\_

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*End of Terms and Conditions*