

Big Band Stands
is a trading style of
Rocket Creative Design
Limited
The Rowans
Sallie Bank Lane
Laughterton
Lincolnshire
LN1 2JY
Great Britain

T: +44 (0)1427 718900

e: info@bigbandstands.com
web: www.bigbandstands.com

GENERAL INFORMATION ABOUT BIG BAND STANDS:

Who we are:

1. **BigBandStands makes and sells customised music desks and banners for traditional music stands together with associated accessories for musicians of all kinds.**
2. **BigBandStands is a trading Style of Rocket Creative Design Limited, based in Great Britain, established as a Limited Company in 2006.**

These Terms of Sale refer to our trading conditions including where to find information and advise about our products and services, payment options, order processing system, despatch information and for clients outside Great Britain, our policy regarding customs import duty and VAT.

By placing an order with us, you are agreeing to our Terms of Sale.

Products:

All our products are manufactured in the UK. Please refer to our website where you will find help including how to choose the correct products for your situation, pricing, some ideas about graphic design, and our graphic / artwork requirements.

ORDER PROCESSING:

1. **All orders require advance payment prior to processing.** Please see the Payment section below for full details.
2. **Design:** If you have requested design or artwork help, design work will commence after full payment is received. Design work is chargeable depending on the level of service required. We provide digital visual proofs which require your written approval prior to production. If you are providing your own design, please supply your artwork in the formats requested [here](#).
3. **Decals:** This is the term used to describe any decorative feature to your stands or banners. We can apply a graphic that you supply, or you can order a bespoke design from our experienced designer. This will incur an additional cost. as stated above.
4. **Despatch & Lead Time:** Plain stands are usually despatched within 2 working days of receipt of payment. If you have ordered decals, we expect to despatch within 7 working days, depending on the complexity of your design and the time taken to receive your approval. Once decals (if ordered) are applied your order will be packaged in double walled boxes and despatched by the agreed delivery method.

PAYMENT:

1. **Our preferred method of payment is BACS.**

Bank Account Name - **Rocket Creative Design Limited.**

UK Transfers: Sort Code: 09 06 66. A/c Number: 42499639.

International Transfers: IBAN - GB47ABBY09066642499639; BIC: ABBYGB2LANB

Our Bank: Santander, 21 Prescott St, London E1 8TN, UK

When using a bank transfer please use your quote, invoice number or name as reference.

International transfers can take up to 10 working days to clear into our account. Orders are processed only when the payment has cleared in full.

Please note that the full net value of the invoice is required, we do not accept responsibility of any bank charges, transfer or exchange fees incurred in the transaction. Should a shortfall occur we will re invoice for the balance so that the full invoice value is met.

2. **Card or PayPal Payments:**

Your invoice will include links to our secure online terminal at PayPal.

Here you can settle either with a PayPal account, or with a card. Card payments do not require a PayPal account, please select the 'pay as a guest' option on the landing page.

We also accept payment by credit or debit card via PayPal over the telephone.

Transaction fees @ 5% of your order value will be applied for PayPal or card payments for clients outside the UK (We apologies for the additional card fees. Rather than increasing product prices to absorb bank charges, we elected to charge only those clients who use this service.)

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DELIVERY:

1. **Delivery Address:** Please check the delivery address as it appears on your quotation. This is the address we will use for despatch, unless you provide a different address in writing. We require notification of any address change at least two days prior to your despatch date. Please note, if you have paid by credit card, or PayPal, we can not deliver to an alternative address.
2. **Delivery Charges:** Delivery is charged at cost. and includes transit cover for replacement of goods ordered that are lost or damaged in transit to a maximum value of £1,000.00
3. **Loss, Damage & Late Delivery:** We take every care to book with reliable responsible courier services, however once your agreed service is booked by us, Rocket Creative Design Limited, trading as BigBandStands is not responsible for any loss or damage, nor delays in the delivery service. We will of course follow up and apply for any compensation applicable to your delivery within the limitation of the agreement with the courier service you accepted. Late delivery for all or part of the order may result in a refund or part refund of delivery charge, but late delivery does not apply for compensation for the value of goods, not does it mean that the goods can be returned for a refund.

4. Delivery Times:

UK - Standard delivery within the UK usually takes 2 working days. We can arrange overnight or a Saturday service by prior agreement, costs will be dependent on the current courier charges.

EU - Standard Delivery to most European Countries is generally 2 - 5 working days, we can upgrade to Express next day services where required, additional costs apply.

Worldwide - Usually 4 - 7 Working days. Express delivery can be arranged, usually 2 working days, depending on the destination. Additional costs apply and are dependent on current courier charges.

We use the best available despatch services. However, delays sometimes happen. Rocket Creative Design Limited, trading as BigBandStands are not responsible for delays in the delivery service once your chosen service is booked.

5. **Import Duty & VAT (where applicable).** All products that are exported outside the United Kingdom may be subject to import duty or local taxes. The price you are charged is for the value of the goods you have ordered. Rocket Creative Design Limited is not responsible for any import duty or taxes incurred upon goods arriving in the destination country. We supply commodity codes for each product, listed upon a customs declaration form which is securely attached to your package prior to despatch. We are unable to advise on the likelihood of taxes or duty incurred, if any, and customers are advised to seek this information from their Customs Service or Tax office in order to make themselves aware of any additional costs they may incur upon the arrival of their order. Please contact us for the relevant commodity codes pertaining to our products.

If you have any questions or concerns please [contact us](#).

Our privacy policy is available on our website.

Please do call us if you have any further questions regarding your order or quotation.