

TERMS OF SERVICE

The following General Terms and Conditions of Sale govern the offer and sale of products on this web site. We supply goods at the request of our customers if they are ordered in compliance with these Terms & Conditions.

Checkout

Our site is secure and PCI Compliant. If you receive a Gateway Error during checkout, 9.9 times out of 10 this is a credit/debit card billing address or security code issue. Please verify the address of the card with your issuing bank and try again. If you're still having trouble, let us know!

International Orders

NOTE: All prices shown are USD.

We will ship just about everywhere however additional steps and communication are required.

We ask that International customers contact us at contact@caleymusic.com to purchase. We will need the products you want, shipping, etc.

Please allow up to 5-10 business days to process, plus transit time.

Shipments to most countries offer tracking with numbers provided, but details may be limited during transit.

Some alternative expedited international services provide worldwide delivery and door-to-door tracking, but it is substantially more expensive.

Very important to note, international shipping can often be unreliable and most delays happen at customs offices. ALL international customers are subject to the laws, duties and taxes of their destination country. If your package is held by customs for any reason, it is your responsibility to contact your local customs office to resolve any pending actions needed by your country to complete the shipment. Depending on where you live and the total value of your order, it is highly likely your government will charge additional import fees, on top of the shipping fees paid to Caley Chapman, LLC. These added fees are completely out of our control and cannot be determined in advance. We are unable to provide any support with international customs offices.

Disclaimer: Caley Chapman, LLC is not responsible for any items lost, stolen or damaged during international transit. However, if your package is returned to us for any reason, we will notify you by email immediately. If you do not respond within 5 business days, we will return the item(s) into our stock and your payment will be retained as a donation (gift) to Caley Chapman, LLC.

Domestic Orders

Domestic orders take 1-3 business days to process, plus transit time; approx times are USPS First Class (1-3 days), USPS Parcel Select Ground (2-9 Business Days) UPS 3 Day Select (1-3 Business Days), UPS Ground (1-5 Business Days), UPS Mail Innovations (1-5 Business Days).

Disclaimer: Caley Chapman, LLC is not responsible for any items lost, stolen or damaged during domestic transit. However, if your package is returned to us for any reason, we will notify you by email immediately. If you do not respond within 5 business days, we will return the item(s) into our stock and your payment will be retained as a donation (gift) to Caley Chapman, LLC.

Returns/Exchanges/Refunds

ALL SALES ARE FINAL. No returns, exchanges, or refunds offered.

Address Corrections

If you need to make changes to your address and your order has not yet shipped, please contact us immediately and we'll take care of it. In the event your order has already gone out, you will be notified when/if the package is returned to us. If you do not respond within 5 business days, we will return the item(s) into our stock and your payment will be retained as a donation (gift) to Caley Chapman, LLC. If your package is re-shipped, you will be responsible for any additional shipping charges.

Posters & Vinyl

Posters and Vinyl records (if any) are pristine when packed. Please be aware we DO NOT issue refunds or replacements for minor cosmetic damage, such as corner dings, bends, split inserts, and so on. We pack our posters and vinyl securely and carefully in heavy duty tubes and custom boxing, but in some cases, this type of wear is simply unavoidable during transit.

Pre-Orders

Pre-order confusion is common, you aren't alone! To be clear, pre-ordering (if offered) a product does not necessarily mean you'll receive it before the rest of the world. In fact, depending on where you live and the ship date, you may not even get the product until after its official release. Pre-ordering is simply an opportunity to purchase products in advance, which may or may not be bundled with other items. All pre-order products will display an expected "SHIPS ON OR AROUND" date in the product description. Take note of this! While fairly accurate these approximate dates may occasionally shift, due to unexpected delays, beyond our control.

Disclaimer: Additional products purchased on the same order (cart checkout) as a pre-order will not ship until the time specified in the description of the pre-ordered item.

Back-Orders

Every effort is made to keep online product availability current and up-to-date (accurate) and shipped customer orders complete. Complete orders will be shipped at once. Incomplete orders will be held for a short time so that we can ship all items at one time. You will be notified immediately if we anticipate the item(s) to be on back order for an extended period of time, at which point, you can decide to cancel the out of stock item, swap it out for something else, or wait.

Promotions

Promotional items and giveaways are NOT guaranteed and will only be available while supplies last.

Discount Codes

Discount codes may or may not be offered. All codes must be entered during checkout and cannot be applied to previously shipped, or existing orders.

Gift Cards

Digital gift cards may or may not be offered. Any offered will be available for sale and can be used store-wide. Any unused balance will expire after 90 days.