



Terms & Conditions

Sales Receipt

1. Payment

Full payment must be made at the time of purchase unless otherwise agreed. Accepted payment methods include: cash, cards, bank transfer, digital wallets, Buy Now, Pay Later (BNPL), check/ cheque, Mobile Payments, Point of Sale (POS), Cryptocurrencies and Autopay.

2. Returns and Exchanges

Products may be returned or exchanged within 30 days of purchase, provided they are in their original condition with proof of purchase. Certain items may be exempt from returns or exchanges (e.g., personalized products like dub-plate, jingle, etc.)

3. Warranty

Some products may come with a manufacturer's warranty. Warranty details will be provided at the time of purchase. The warranty does not cover damage caused by misuse or negligence.

4. Refunds

Refunds, if applicable, will be issued to the original payment method. Refunds are processed within 1-5 business days of receiving the returned product.

5. Product Condition

All items are sold as-is. No claims for damages or defects will be accepted after the sale unless otherwise stated in the warranty.

6. Sales Tax

The sale is subject to applicable sales tax, which is included in the total price of the purchase.

7. Shipping

If shipping is applicable, it is the responsibility of the customer to ensure correct delivery information is provided. Shipping charges may apply, depending on the location.

8. Limitation of Liability

Our liability for any defects or issues with the purchased product is limited to the cost of the item. We are not responsible for any indirect, incidental, or consequential damages.

9. Acceptance of Terms

By accepting this sales receipt, you acknowledge and agree to the terms and conditions outlined above.

10. Disputes

Any disputes arising from this sale will be handled in accordance with the applicable laws of jurisdiction.

Sales Order

1. Order Acceptance

All sales orders are subject to acceptance by Dialtone Production. We reserve the right to decline or cancel any order at our discretion.

2. Payment Terms

Payment is due upon receipt of the invoice unless otherwise specified. Accepted payment methods include cash, cards, bank transfer, digital wallets, Buy Now, Pay Later (BNPL), check/ cheque, Mobile Payments, Point of Sale (POS), Cryptocurrencies and Autopay.

Note: Please inform us if you're making an offline payment so we can update our records and prevent any potential late fees.

Offline payments refer to transactions processed without an immediate internet connection or centralized payment system, such as cash, checks, Money transfers or bank transfers.

3. Pricing and Availability

All prices are quoted in USD and are subject to change without notice. The final price will be confirmed at the time of order confirmation. Availability of products is subject to stock levels at the time of order processing.

4. Delivery and Shipping

Delivery times are estimated and may vary depending on availability and location. Shipping charges will be added to the final invoice. Dialtone Production is not responsible for delays caused by shipping carriers.

5. Risk of Loss

The risk of loss or damage to goods passes to the customer upon delivery. Customers are advised to inspect products upon delivery and report any damage immediately.

6. Returns and Exchanges

Returns or exchanges are accepted within 30 days from the date of delivery, subject to our return policy. The product must be in original, unused condition and in its original packaging.

7. Taxes

Sales tax, VAT, or other applicable taxes will be added to the total amount, as required by law. It is the responsibility of the buyer to pay all taxes and duties that apply.

8. Title to Goods

Title to the goods remains with Dialtone Productions until full payment has been received. If full payment is not made, Dialtone Productions reserves the right to reclaim the goods or the equivalent value in money.

9. Warranty

Goods sold may come with a manufacturer's warranty. Please refer to the product's warranty documentation for specific terms. Warranty does not cover damage caused by misuse or negligence.

10. Force Majeure

We are not liable for failure or delay in fulfilling the order due to causes beyond our control, including but not limited to acts of God, natural disasters, or delays in supply.

11. Cancellation

If you wish to cancel your order, please contact us within 30 minutes of placing it. After this period, the cancellation will be considered null and void.

12. Limitation of Liability

Our liability is limited to the total amount of the sale and does not cover any incidental or consequential damages arising from the use of the product.

13. Governing Law

These terms and conditions are governed by and construed in accordance with the laws of jurisdiction.

14. Acceptance of Terms

By placing an order with us, you acknowledge and agree to the terms and conditions outlined above.

retainer

1. Retainer Fee

A retainer fee is required before work begins, and it is payable in advance. The amount of the retainer is specified in the invoice and covers a set period or scope of services.

2. Scope of Services

The scope of services covered by the retainer fee will be outlined in a separate agreement or contract. Any services beyond this scope may incur additional charges.

3. Payment Terms

The retainer fee is due upon receipt of the invoice. Payments can be made via: cash, cards, bank transfer, digital wallets, Buy Now, Pay Later (BNPL), check/ cheque, Mobile Payments, Point of Sale (POS), Cryptocurrencies and Autopay. All payments must be made in full before work commences.

4. Billing Cycle

Retainer invoices will be issued on a monthly/quarterly basis, as agreed upon in the contract. If additional services are required, supplementary invoices may be sent.

5. Unused Retainer Balance

The retainer fee is non-refundable. However, any unused portion of the retainer may be applied toward future work if agreed upon in writing before the end of the retainer period.

6. Term and Termination

The retainer agreement is effective for the period stated in the contract. Either party may terminate the agreement with 30 days' notice in writing. Termination will not relieve the client of the obligation to pay for services rendered up until that point.

7. Late Payment

Late payments are subject to a 5% late fee for each 5 days the payment is overdue. Services may be suspended until all outstanding balances are settled.

8. Changes in Scope

Any changes to the scope of services after the retainer agreement is signed must be agreed upon in writing. Additional fees may apply for expanded services.

9. Refunds and Adjustments

Retainer fees are non-refundable. If there are disputes or overpayments, adjustments will be made in the form of credits toward future services.

10. Confidentiality

Both parties agree to maintain confidentiality regarding the terms of the retainer agreement and any proprietary information shared during the course of the engagement.

11. Liability

Our liability for any loss or damage resulting from services provided under the retainer agreement is limited to the amount paid under the retainer for the specific services in question.

12. Acceptance of Terms

By paying the retainer fee, the client agrees to the terms and conditions outlined in this invoice and any accompanying agreement.

Invoice

1. Payment Terms

Payment must be made by the due date indicated on the invoice, unless otherwise agreed in writing. Late payments may be subject to a 5% late fee per 5 days of delay.

2. Accepted Payment Methods

We accept payments via cash, cards, bank transfer, digital wallets, Buy Now, Pay Later (BNPL), check/ cheque, Mobile Payments, Point of Sale (POS), Cryptocurrencies and Autopay.

Note: Please inform us if you're making an offline payment so we can update our records and prevent any potential late fees.

Offline payments refer to transactions processed without an immediate internet connection or centralized payment system, such as cash, checks, Money transfers or bank transfers.

3. Taxes

The total amount on the invoice includes all applicable taxes, including sales tax/VAT as required by law.

4. Late Fees

Any invoice that remains unpaid beyond the due date will incur a late fee of 5% per 5 days, until the balance is paid in full.

5. Disputes

Any disputes or issues with the invoice must be reported within 30 days from the invoice date. After this period, the invoice will be considered final, and no adjustments will be made.

6. Overdue Payments

If payment is not received by the due date, we reserve the right to suspend or withhold services until the overdue balance is paid in full.

7. Refunds

Refunds are only available in accordance with our return/cancellation/refund policy, and may be subject to certain conditions.

8. Currency

All amounts are in USD, unless otherwise stated.

9. Retention of Title

Ownership of the goods/services remains with Dialtone Production until payment in full has been received, excluding customers with a credit agreement.

10. Cancellation

If you wish to cancel your order, please contact us within 30 minutes of placing it. After this period, the cancellation will be considered null and void.

11. Acceptance of Terms

By paying this invoice, the customer agrees to all the terms and conditions stated here. Any changes to these terms must be agreed upon in writing by both parties.

12. Return Checks

A fee will be charged on all returned checks/cheques.

13. Editable Consent

By purchasing, you consent to the use of editable files where available. Please note that some files may not be editable due to permissions or other restrictions. We will notify you before processing the payment.

14. Riddim Use Consent

Please note that some of our riddims used for dub-plates, jingles and adverts may not be 100% clean. By purchasing, you acknowledge and accept this risk. You may also send us your own riddim or request a copy of our version for verification before use.

15. Discounts

Discounts are available for early payment as specified in the invoice. Discounts are void if payment is not received by the agreed-upon due date.

16. Shipping and Delivery

Delivery will be made after funds have been credited to our account, excluding customers with a credit agreement. Shipping times may vary depending on location and product availability. We encourage all customers to check their email daily for updates.

17. Product Condition

All products are sold in the condition described in the invoice. Returns or exchanges may be subject to terms listed in our return policy.

18. Liability

We are not responsible for damages or delays arising from circumstances beyond our control, including but not limited to, natural disasters, shipping delays, or third-party vendor issues.

19. Signing & Accepting the Invoice

By signing or accepting this invoice, you agree to the terms and conditions outlined herein.

20. Confidentiality

All information provided in this invoice is confidential and is intended solely for the recipient's use. Sharing this information with third parties without prior consent is prohibited.

21. Title to Goods

Title to the goods remains with Dialtone Productions until full payment has been received. If full payment is not made, Dialtone Productions reserves the right to reclaim the goods or the equivalent value in money.

22. Warranty

Goods sold may come with a manufacturer's warranty. Please refer to the product's warranty documentation for specific terms. Warranty does not cover damage caused by misuse or negligence.

Quote

1. Validity

The quote is valid until the expiration date mentioned in the quote. After this period, prices and terms may be subject to change.

2. Payment Terms

Payment is due same day from the date of invoice, excluding customers with a credit agreement. A late fee may apply for payments received after the due date.

3. Accepted Payment Methods

We accept payments via cash, cards, bank transfer, digital wallets, Buy Now, Pay Later (BNPL), check/ cheque, Mobile Payments, Point of Sale (POS), Cryptocurrencies and Autopay.

Note: Please inform us if you're making an offline payment so we can update our records and prevent any potential late fees.

Offline payments refer to transactions processed without an immediate internet connection or centralized payment system, such as cash, checks, Money transfers or bank transfers.

4. Shipping and Delivery

Delivery will be made after funds have been credited to our account, excluding customers with a credit agreement. Shipping times may vary depending on location and product availability. We encourage all customers to check their email daily for updates.

5. Product Condition

All products are sold in the condition described in the quote. Returns or exchanges may be subject to terms listed in our return policy.

6. Confidentiality

All information provided in this quote is confidential and is intended solely for the recipient's use. Sharing this information with third parties without prior consent is prohibited.

7. Liability

We are not responsible for damages or delays arising from circumstances beyond our control, including but not limited to, natural disasters, shipping delays, or third-party vendor issues.

8. Refunds

Refunds are only available in accordance with our return/cancellation/refund policy, and may be subject to certain conditions.

9. Currency

All amounts are in USD, unless otherwise stated.

10. Retention of Title

Ownership of the goods/services remains with Dialtone Production until payment in full has been received, excluding customers with a credit agreement.

11. Return Checks

A fee will be charged on all returned checks/cheques.

12. Editable Consent

By purchasing, you consent to the use of editable files where available. Please note that some files may not be editable due to permissions or other restrictions. We will notify you before processing the payment.

13. Riddim Use Consent

Please note that some of our riddims used for dub-plates, jingles and adverts may not be 100% clean. By purchasing, you acknowledge and accept this risk. You may also send us your own riddim or request a copy of our version for verification before use.

14. Cancellation Terms

You can cancel your order before the expiry date specified in your quote.

15. Accepting the Quote

By signing or accepting this quote, you agree to the terms and conditions outlined herein.

Credit Note

1. Issuance of Credit Note

A credit note will be issued for returned items or overpayments, as per the terms outlined in our return or payment policy.

2. Validity Period

The credit note is valid from the date of issuance. After this period, the credit note will remain valid and can still be redeemed.

3. Use of Credit Note

The credit note may be used to offset future purchases or payments with us. It can be exchanged for cash or refunded.

4. Partial Redemption

If the credit note value exceeds the amount of the purchase, the balance will remain available for future use.

5. Non-transferable

Credit notes are non-transferable and may only be used by the original recipient.

6. Conditions for Issuance

Credit notes will only be issued after the approval of the return or payment adjustment request, and once the item has been verified in its original condition.

7. Expiration

Any unused credit note after the validity period will remain valid.

8. Right to Refuse

We reserve the right to refuse issuing or redeeming a credit note in the event of non-compliance with our policies.

9. Refunds and Adjustments

Credit notes are refundable, with any value adjustments made at the company's discretion.

Purchase Order

1. Acceptance of Order

This Purchase Order (PO) is an offer to purchase goods/services as specified. The supplier's acceptance of this order is indicated by the shipment of the goods or commencement of services. Any terms contrary to those listed here are not accepted unless mutually agreed upon in writing.

2. Payment Terms

Payment for the goods/services will be made in accordance with the agreed-upon payment terms. Unless otherwise stated, payment is due within 30 days of receipt of goods or completion of services.

3. Delivery Terms

All deliveries must be made on or before the specified delivery date. Late deliveries are subject to penalties or refusal of the goods. The risk of loss or damage to goods passes to the buyer upon delivery.

4. Shipping and Handling

The supplier is responsible for shipping and handling costs unless otherwise agreed. All goods should be properly packed and marked in accordance with shipping standards.

5. Inspection and Acceptance

Upon receipt of goods, the buyer reserves the right to inspect the items. If goods do not conform to the specifications or are damaged, the buyer may reject them and request a return or exchange.

6. Price and Taxes

The price specified on the PO is final unless otherwise agreed upon in writing. All applicable taxes, duties, and fees are to be paid by the buyer unless stated otherwise.

7. Warranties

The supplier warrants that all goods/services provided are free from defects in material and workmanship, conform to the specifications, and meet all applicable legal and regulatory requirements.

8. Cancellation

The buyer reserves the right to cancel this order in whole or in part at any time before shipment without penalty, provided the cancellation notice is issued in writing.

9. Force Majeure

Neither party shall be liable for failure to perform under this order due to circumstances beyond their control, such as natural disasters, war, or acts of government.

10. Intellectual Property

Any intellectual property rights associated with the goods or services provided under this purchase order remain the property of the seller unless otherwise agreed in writing.

10. Confidentiality

Both parties agree to keep the terms and conditions of this Purchase Order confidential and not disclose it to any third party unless required by law.

11. Governing Law

This Purchase Order shall be governed by and construed in accordance with the laws of jurisdiction.

12. Amendments

Any amendments or changes to this Purchase Order must be in writing and signed by both parties.

13. Acceptance of Terms

By fulfilling the terms of this order, the supplier agrees to the terms and conditions outlined in this document.

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