



Shipping Policy

INTRODUCTION

This shipping policy covers purchases made from the “Our Store” section of www.thisisoursound.co.uk (“Our Website”). Our website is operated by This Is Our Sound LTD. This Is Our Sound LTD is registered in England and Wales, Company Number: 13021836

HOW TO CONTACT US

To speak about an outstanding order or discuss our shipping policy, please use either our live chat function (which can be found on our store pages) or email us at tios@ravemail.com

PROCESSING TIME (not including shipping time)

Orders are usually processed within 1-3 business days. Orders are not processed, shipped or delivered on weekends or holidays. After receiving your order confirmation email, you will receive another notification when your order has shipped.

If we are experiencing technical issues or a high volume of orders, shipments may be delayed. If there will be a significant delay in processing your order, we will contact you via email.

SHIPPING TIMES*

Physical Music/Audio Products	
Shipping to United Kingdom	1-3 BUSINESS DAYS
International (outside the UK)	7-21 BUSINESS DAYS
Other	
UK & International	7-21 BUSINESS DAYS

*shipping times are estimated and do not include processing time.

TRACKING

We do not issue tracking numbers for all shipments. If your shipment is delayed longer than the times stated above, please contact us immediately.

For certain shipments you may receive a tracking number you can use to check its status once it has shipped. Please allow 48 hours for the tracking information to become available.

DAMAGED GOODS

In the event that your item(s) arrives damaged in any way, please refer to our Returns Policy and contact us as soon as possible with your order number and a photo of the item’s condition.

CUSTOMS, DUTIES & TAXES

We are not responsible for any customs and taxes applied to your shipment. All fees imposed during or after shipping is the responsibility of the customer (tariffs, taxes, etc.).

We will accept no liability for a failure to collect your shipment from a location specified by a relevant authority (e.g. customs).

FAILURE TO RECEIVE

We will accept no liability for a failure to receive your shipment during reasonable attempt(s) to deliver it. We will accept no liability for a failure to collect your shipment from a location specified by the courier following a reasonable attempt(s) to deliver it.