



TopTributes Ltd  
17 Five Bells Lane, Rochester, Kent, ME1 1BW  
Tel 01634-848082 / 07734-144-376  
e-mail: [jackvalentine@btconnect.com](mailto:jackvalentine@btconnect.com)  
[www.jackvalentine.co.uk](http://www.jackvalentine.co.uk)  
[www.toptributes.com](http://www.toptributes.com)

## **TopTributes Ltd Fulfilment ('Delivery') Policy**

*This policy statement is in two parts:*

**Part 1** is policy for CD, DVD and other tangible goods sales.

**Part 2** is policy for performance of live acts.

### **Part 1 - Delivery Policy for CD, DVD and other tangible goods sales:**

If your CD or DVD arrives damaged, faulty, or is otherwise unplayable, please return it to us by post within 28 days of the dispatch date shown on the package, stating in writing the reason for your dissatisfaction, and we will be glad to replace it with a correctly working item, and also refund your return postage costs.

We will not refund payment for faulty items. We will only replace it. If the item is out of stock, we will send it you when it comes available again.

If you have ordered and thus receive the wrong CD or DVD (ie, not the one you intended to order) please return it to us by post within 28 days of the dispatch date shown on the package and we will exchange it for the item you intended to order, however, the extra postage/shipping costs incurred in such an exchange are not refundable. If the alternative item costs more, the difference shall be payable by you the customer. If it costs less, we shall refund the difference.

You may only return a wrongly chosen item once - We do not send CDs or DVDs on a trial basis.

Your credit or debit card numbers and other financial information and details will not be stored.

Please email questions or comments to [jackvalentine@toptributes.co.uk](mailto:jackvalentine@toptributes.co.uk) or telephone 07734 144 376 or 0208 466 5870

### **Part 2 – 'Delivery' Policy for performance of live acts:**

The agent, , also known as "TopTributes" agrees to supply entertainment to the Client in the form of a (title of act description) to be performed by (name of act or artistes) at the forthcoming (event) to be held on (date of function) at(address of venue), between (performance times). The artiste(s) shall arrive at the venue no later than (agreed arrival time)

and be set by (set and soundchecked time) . The performance shall commence at (agreed start time) and artists shall de-rig and depart the venue by (agreed performance finish time or other time agreed between JVP and The Client).

The artistes shall supply their own backing and instruments. The entertainment shall consist of a maximum of 2 x 45 minute sets performed by the artist(s) with reasonable breaks given.

The Client known as “The Client” has agreed to engage The Artistes through Toptributes on the above dates and for the fees quoted herein. The Client agrees to provide a place for the artists to change as well as a Hot Meal and Refreshments, including unlimited soft drinks, water and at least one alcoholic drink per person if requested for all artists and entertainment personnel (including where agreed, partners / spouses). The venue must provide adequate staging or a platform for the artist from which to perform as well as proper electricity supply and indemnity for loss, damage or theft of artist’s equipment before, during, and after the performance. Parking must be provided by the client at no cost to the artiste(s) at the venue and with easy access to the performance area for the duration of the performance and the artiste’s stay at the venue.

The Client agrees to pay for the whole amount of the booking fee ( ) .

This document is an extract from our complete Terms and Conditions Contract which can be seen and downloaded at <http://www.toptributes.com/policies/policies-full-contract.html> which clients and visitors to this website are advised to read.