

TERMS AND CONDITIONS

These terms and conditions govern the use of <http://www.fixthingsaudio.co.uk>. This Site is owned and operated by Isaac Denton. This site is an e-commerce B2C website.

By using this Site, you indicate that you have read and understand these Terms and Conditions and agree to abide by them at all times.

Intellectual Property

All content published and made available on our Site is the property of Isaac Denton and the Site's creator. This includes but is not limited to images, text, logos, documents, downloadable files and anything that contributes to the composition of our Site.

Accounts

When you create an account on our Site, you agree to the following:

1. You are solely responsible for your account and the security and privacy of your account, including passwords or sensitive information attached to the account.
2. All personal information you provide us through your account is up to date, accurate, and truthful and that you will update your personal information if it changes.

We reserve the rights to suspend or terminate your account if you are using our Site illegally or if you violate these Terms and Conditions.

Sale of Goods and Services

These Terms and Conditions govern the sale of goods and services available on our Site.

The following goods are available on our Site:

- Educational Books
- Custom Pedalboard wiring and fittings
- Custom Cables

We are under a legal duty to supply goods that match the description of the good(s) you order on our Site. The services will be paid for in full when the services are ordered.

The following services are available on our Site:

- Instrument and Amplifier maintenance

The services will be paid for in full when the services are ordered.

These Terms and Conditions apply to all the goods and services that are displayed on our Site at the time you access it. This includes all products listed as being out of stock. All information, descriptions, or images that we provide about our goods and services are as accurate as possible. However, we are not legally bound by such information, descriptions, or images as we cannot guarantee the accuracy of all goods and services we provide. You agree to purchase goods and services from our Site at your own risk.

We reserve the right to modify, reject, or cancel your order whenever it becomes necessary. If we cancel your order and have already processed your payment, we will give you a refund equal to the amount you paid. You agree that it is your responsibility to monitor your payment instrument to verify receipt of any refund. This includes but is not limited to, order confirmation and last 4 digits of card, bank statement.

Third Party Goods and Services

Our Site may offer goods and services from third parties. We cannot guarantee the quality of accuracy of goods and services made available by third parties on our Site.

Payments

We accept the following payment methods on our Site:

- Credit Card
- Debit
- Apple Pay
- Google Pay

When you provide us with your payment information, you authorise the use of and access to the payment instrument you have chosen to use. By providing us with your payment information, you authorise us to charge the amount due to this payment instrument.

If we believe your payment has violated any law or these Terms and Conditions, we reserve the right to cancel or reverse your transaction.

Shipping and Delivery

When you purchase goods from our Site, the goods will be delivered through one of the following methods:

- Post - 5 to 7 business days
- Deliver local by Isaac Denton

Delivery will take place as soon as reasonably possible, depending on the delivery method selected. Delivery times may vary due to unforeseen circumstances. Please note that delivery times do not include weekends and bank holidays.

You will be required to pay delivery in addition to the price of the goods you purchased.

If you purchase goods from us for delivery to a destination outside the United Kingdom, your purchase may be subject to import duties and taxes applied by the destination country. You are responsible for paying any such duties or taxes. Please contact your local customs office for more information before making a purchase. We are not responsible for the payment of any such duties or taxes and are not liable for any failure by you to pay them.

You are required to provide us with a complete and accurate delivery address, including the name of the recipient. We are not liable for the delivery of your goods to the wrong person as a result of you providing us with inaccurate or incomplete information.

Refunds

Refund requests must be made within 3 days after receipt of your goods. Goods must be in the same condition they were presented in by the company (photo evidence will be taken on arrival and once the product is finished). Any alterations via the customer will violate the refund/return policy and make it invalid.

We accept refund requests for goods sold on our Site for any of the following reasons:

- Good is broken
- Good does not match description

Refunds do not apply to the following goods:

- Custom Pedalboard Builds and Wiring
- Instrument re-stringing services
- Amplifier bias/re-valve/maintenance
- Books and educational materials

Returns

Returns can be made in person at the following locations(s) or by mail at their own expense.

Returns can be made by mail. To return a good by mail, follow the procedure:

Pack your goods and attach the return label inside the parcel. Go to your nearest post office and pay the necessary postage. Alternatively return them yourself to our address. Our address will be on the return note inside your goods.

Consumer Protection Law

Where the *Sale of Goods Act 1979*, the *Consumer Rights Act 2015*, or any other consumer protection legislation in your jurisdiction applies and cannot be excluded, these Terms and Conditions will not limit your legal rights and remedies under that legislation. These Terms and Conditions will be read subject to mandatory provisions of that legislation. If there is a conflict between these Terms and Conditions and that legislation, the mandatory provisions of the legislation will apply.

Limitation of Liability

Isaac Denton and our directors, officers, agents, employees, subsidiaries, and affiliates will not be liable for any actions, claims, losses, damages, liabilities and expenses including legal fees from your use of the Site.

Indemnity

Except where prohibited by law, by using this Site you indemnify and hold harmless Isaac Denton and our directors, agents, employees, subsidiaries and affiliates from any actions, claims, losses, damages, liabilities and expenses including legal fees arising out of your use of our Site or your violation of these terms and Conditions.

Applicable Law

These Terms and Conditions are governed by the laws of the Country of England.

Severability

If at any time any of the provisions set forth in these Terms and Conditions are found to be inconsistent or invalid under applicable laws, those provisions will be deemed void and will be removed from these Terms and Conditions. All other provisions will not be affected by the removal and the rest of these Terms and Conditions will still be considered valid.

Changes

These Terms and Conditions may be amended from time to time in order to maintain compliance with the law and to reflect any changes to the way we operate our Site and the way we expect users to behave on our Site. We will notify users by email of changes to these Terms and Conditions or post a notice on our Site.

Contact Details

Please contact us if you have any questions or concerns. Our contact details are as follows:

07490214720

isaac@fixthingsaudio.co.uk

Address details during the phone call.

You can also contact us through the feedback form available on our Site.

Effective Date: 28th June 2026