

FLEVA PRODUCTIONS OY TERMS AND CONDITIONS 2020

Competition music order and delivery terms and conditions 1/1/2020-12/31/2020

ORDER TERMS AND CONDITIONS

Ordering & Booking

An order is made with the order form found from our website. The order form must contain following information: customer name, customer email address, telephone number, club name, team name, team colors, competition and country/region where the music is going to be used, music tempo, product type, length of music, voice over's and other special requests.

Order is not being processed if any information mentioned above is missing from the form. Orders are being processed only when the order form is being filled correctly. If order is deficient and information is missing from the form, we will approach a customer with the inquiry for the missing information.

Customer data is stored and used only for contacting customers regarding the order. Fleva Productions OY is responsible for the proper use and storage of the data. For more detailed information, see the register description.

We will reply to the order as soon as possible to let the customer know that we have received your order. Please re-do the order if you do not get any reply.

Cancellation policy

You can cancel the order from the booking system three (3) days before the booked date

If you cannot cancel from the system. Please get in touch by straight email and we will guide you through the cancellation process.

If we have already started working on the order and you need to cancel, we must settle an agreement about the cancellation and refund of your payment.

Order is paid by the website booking system in advance. Competition music orders have no return right because of the nature of the product.

Licensing & Copyrights

Licensing

For fully licensed mix: All the songs in the mix must be licensed for competitions where licensed mixes is demanded.

Customer must provide a playlist from preferred licensing platform for the music songs if song licensing is needed

Please add a few extra songs on to the playlist if you want to change songs.

Songs will only be changed in place for another song wish

You can find more information about licensed products from the music licensing platforms

Copyrights

Customer can publish and share the licensed music only for non-profitable use

Customer can not publish or share our product for profitable use

Fleva Productions OY is not responsible for copyrights or permissions if the customer provides us own songs to be edited

Revision & Complaints

Revisions

Every product has its own amount of revisions and correction schedule which are explained in the product description

Revisions can be used for:

moving, adding or removing effects

The introductions for the chances must be represented clearly

(for example 8-C 6, count 5, effect moved to 8-C 7 count 1)

Complaints concerning defective products must be submitted immediately.

Editing cheer mix concerning about complaint does not affect your revisions

Delivery & Turnaround time

Delivery time is booked in the booking system. If the order information is delayed, we will deliver the order in one (1) week after receiving the information.

Normal turnaround time for revision is one (1) week

Accepting the terms and conditions

A customer is required to read the terms and conditions before sending the order forward to us.

A customer accepts the terms and conditions by marking the following line accepted on the form "I have read, understand and I accept terms and conditions".