

Cancellation Policy

E-commerce

Due to our reseller activity through the digital sales platform, we maintain a merchant-customer relationship with anyone who has made any purchase on the website shop.7threcords.com.

1. Definition of a customer

A person becomes a client as soon as they create an account enabling them to place orders from our catalog of products. To ensure their status as a client is valid, the following information must be provided:

- Name
- First name
- Address
- NPA/ City
- Country
- E-mail
- Phone number

2. Rights of withdrawal for consumers

At 7th Records, we understand that sometimes our clients may change their minds about a recent purchase. That's why we offer a 14-day period for clients to retract their purchase without any justification required. To initiate the return process, simply contact our dedicated customer service team either via phone at +41 78 236 97 00 or e-mail at label@7threcords.com.

Our team will be happy to assist you with your return and ensure that you receive the refund or exchange you desire. We value our clients and strive to make the purchase process as smooth and transparent as possible.

In the rare event that a client is unable to reach one of our representatives by phone, 7th Records kindly requests that they send an email to the aforementioned address without delay. This ensures that the date of sending (which is identical to the date of receipt on our end) is duly noted, and the client is thus protected against any adverse outcomes in regard to their request.

3. Cancellation

As mentioned above, a valid customer may notify us of their desire to cancel an order or service within 14 days of payment validation, without any justification required. However, fees are incurred for each order that is placed and validated upon payment. The customer will receive a refund for their purchase within 7 days of order confirmation, depending on the

payment method used, minus a 10% restocking fee to cover administrative costs related to order preparation, shipping and other expenses incurred on behalf of the customer.

4. Appendices

For more information about our online shop, please refer to our Terms and Conditions of Sale (TCS) available on our website 7threcords.com. Our TCS provide detailed information about our services, including our cancellation policy and are designed to ensure a transparent and fair shopping experience for our valued customers. We encourage all our customers to review them carefully before making a purchase.

Rafael Dos Santos
CEO 7th Records

A handwritten signature in black ink, appearing to be 'Rafael Dos Santos', written over a horizontal line.