

Lo-Five Records Delivery Policy

We try to provide the best possible value for our music, so we only charge for realistic packaging and postage costs, without any extras.

Other items such as T-Shirts posters and LPs are more expensive to ship, but we still try and offer the best possible value.

We endeavour to dispatch your order within seven working days of receiving payment but we usually work much faster. Delivery times in the UK are in line with Royal Mail's terms.

If we have dispatched using a tracking service we will give you the details on how to trace your parcel, if it is possible

If an item has suddenly gone out of stock we will inform you as soon as we can, and give you a full refund should you not want to wait for it.

Our postage rates are dependent on whether your order is delivered to UK, Europe or Rest of the World. Where possible we will dispatch from the USA for items bought in North America. These prices can change but the price you will pay will be clearly indicated when you are purchasing.

The shipping is calculated on your item based on weight and packaging cost and is clearly displayed in the shopping cart and during the checkout process.

We regularly subsidise this cost to provide the best value for money.

Ticket Sales and Delivery

Tickets are usually sent out as recorded delivery and may be sold only for collection at the venue under certain circumstances (especially as the event approaches). This allows you to order Tickets at short notice and is also more convenient as there is nothing to sign for. Please just remember to bring your proof of purchase with you to the event, such as a print of your receipt, and the steward on the door or box office will issue your ticket. Tickets are only available for collection on the day of the event.

We reserve the right not to ship tickets outside the United Kingdom.

From time to time, we and/or the event promoter reserve the right to (i) restrict the sale of tickets to a maximum number per person and (ii) reject the excess of any order for tickets which exceeds such a maximum number.