

Lo-Five Records Returns Policy

You may cancel an order for goods for any reason within 3 working days, beginning with the day after the day on which you received the goods.

If you cancel an order within this timeframe, you must notify buy emailing returns@lo-five.com.

When returning goods, it is your responsibility to take reasonable care to see that the goods are not damaged in transit and are received by us at our address as displayed on our website.

Please include your name, address and contact details with your returned item along with any order information so we can process your refund as quickly as possible. If a return label has been included with your order please use it. It would also be helpful if you could include the reason you are returning the goods.

We shall provide a full refund for goods returned in, free of charge, less a deduction of the delivery charge for the initial delivery of the goods to you, as soon as possible and in any event within a period not exceeding 30 days, beginning with the day on which we receive the returned goods. Your statutory rights are not affected.

You shall be under a duty throughout the period prior to cancellation to retain possession of the goods and to take reasonable care of them until you return them to us.

No right to cancel or return applies to audio or video recordings if they are unsealed by you.

No right to Cancel or return applies to products sold for download (non-tangible products) such as Audio, Video, Software or Images or Books.

Tickets cannot be returned to after purchase, unless the event is cancelled. Lost, destroyed or stolen tickets cannot be replaced.

Any other refund not satisfying the above conditions will be made at our discretion only.