

Ordering Information

ORDERING INFORMATION AND TERMS OF SERVICE

Shipping & Handling Fees

ALBE MUSIC only uses standard shipping (USD \$6.00 for USA & Canada, USD \$12.00 Rest of the World) for each order, no matter how many different items have been purchased.

You can pay safely and securely through PayPal, even if you don't have a PayPal account.

For digital download purchases, there is no shipping fee; however there is an additional PayPal service charge of USD \$0.60, no matter how many albums you download.

Purchasing Procedures

1. To make a purchase at the Big Al Downing eShop, you can either create an account before you start shopping or create an account as a part of the check-out process. You create an account by completing the "Customer Registration form", accepting the Terms of Service by checking "I have read and accept the Terms of Service", clicking "Send Registration" button and providing an email address.

If you forget your User Name and your Password, you can request a new password by clicking "Lost Your Password" on the right hand menu.

2. After your registration is complete, you'll automatically be logged in to your account.

3. Begin shopping.

4. After you add one or more items to your shopping basket, you can check out at anytime during your shopping session by selecting the "Show Cart-Checkout" button. The checkout process will take you through several screens (New Account Registration - Shipping Address - Ship Methods - Payment method - Complete Order).

5. Your order will be sent when you click the "Confirm Order" button, after that you will be taken to the PayPal payment process to finalize your payment.

6. You can check your Order Status or update your account under "Account Maintenance" anytime after you log in to your account.

Order Status types:

Pending:

Order received, payment not confirmed yet.

Simply click "view your order" and press the "Paypal - click here to pay" button.

Confirmed:

Order completed, payment confirmed.

Shipped:

Order shipped

Cancelled:

If we do not receive your payment within ten days, your order will be cancelled.

*You will receive an email each time there is an update on the order status.

Changing (Editing) your current order:

In the shopping cart you can edit not only the quantity of the items in your shopping basket, but you can also change the options for each item, to include removing the item(s) from your basket. Just edit the quantity or select remove and hit the "update cart" button.

Digital Download:

After you purchase one or more digital download albums, you will receive an email with a download instruction and a Download-ID, especially created for your download(s). You can now log in to the Download Area, enter the Download-ID and download your purchased album(s).

Privacy/Use of Information

We respect your privacy. We do not sell, rent, or loan any identifiable information regarding our customers to any third party. Any information you give us is held with the utmost care and security, and will not be used in manner which you have not consented. We will not collect any personal information about individuals except when specifically and knowingly provided by such individuals. Examples of such information are: name, postal address, e-mail address, phone number, birthday, and product commentary.

Security

PayPal Credit card orders placed on our site are encrypted using SSL technology, so rest assured that your transactions are protected. With SSL implemented on both the client and server, information sent via the Internet can be trusted to arrive privately and unaltered to our server only. In order for SSL security to work, you must use an SSL-enabled browser.

Backorders

Occasionally, some items are unexpectedly out of stock or unavailable. We do not maintain any backorders. If the item is out of stock we will do our best to communicate to you when it will be available, however you must place a new order if you would like to purchase the item in the future. We will only bill your PayPal account/credit card for merchandise that is actually shipped.

Do you have more questions?

Contact us!