

## **Multitude of Voices Transactions Policy**

The charity sells publications so that it can:

- fulfil the charity's charitable aims
- raise funds for the running of the charity and its projects.

This Policy relates to sheet-music and any other fundraising resources (such as branded merchandise) purchased directly through the charity.

Individual or organisations purchasing the charity's resources are referred to by the charity in this document and elsewhere as Supporters.

All prices appear in pounds sterling (£).

Purchases from the charity are non-returnable unless the charity is at fault.

The charity is not responsible for any damage incurred to or by its resources once the items have been despatched by post or delivered through other means.

Resources may be ordered directly from the charity via the charity's website. Payment can be received for items via (BACS/Stripe/Paypal/cheque/cash).

Supporters may be subject to banking or currency exchange fees: these will not be reimbursed by the charity.

Supporters will be provided with a detailed invoice and may request proof of payment for their own or their organisations' records.

Invoices must be settled by the date stated on the invoice. Private individuals may be required to make payment before items are despatched.

Supporters will only be named by the charity with their express permission, for example within fundraising materials/marketing materials/media and social media articles/reports if the Supporter has made a purchase to donate to a third party acting as a Donor.

All purchases are registered in the charity's finance software.

Details of all purchases are made available in full to the charity's Trustees, its formal advisors, its independent accounts (Fawcetts, Salisbury) and statutory bodies as required.

\*For the Transaction Policy relating to items published by the charity but purchased through a third party distributor (such as the Royal School of Church Music) please refer to that organisation's own website for the relevant information.