

Multitude of Voyces

Transactions Policy – published to the general public

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

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

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

1. The charity sells its own publications so that it can:
 - a) Demonstrate and fulfil the charity's charitable aims
 - b) Disseminate its work to the general public
 - c) raise funds for the running of the charity and its projects.
2. All prices appear in pounds sterling (£).
3. Purchases from the charity are non-returnable unless the charity is at fault.
4. 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.
5. Resources may be ordered directly from the charity via the charity's website multitudedofvoyces.org
6. Payment can be made for items via BACS/Stripe/Paypal/cheque/cash.
7. Supporters may be subject to banking or currency exchange fees: these will not be reimbursed by the charity.
8. Supporters will be provided with a detailed invoice and may request proof of payment for their own or their organisations' records. VAT information will be included where appropriate.
9. Invoices must be settled by the date stated on the invoice. Private individuals and new Supporters will usually be required to make payment *before* items are despatched.
10. Late settlement will be followed up with the billpayer by email and/or by telephone.
11. 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 or if the Supporter has made a purchase to make a public gift to a third party.

12. All transactions are registered in the charity's finance software (Xero at the date of publication).
13. Details of all purchases will be made available in full to the charity's Trustees, its formal advisors, its independent accounts (Fawcetts, Salisbury) and statutory bodies if and as required.