

Terms & Conditions

Last updated: 18 March 2026

Welcome to McHeather. By using this website, booking a service, purchasing a product, or using any part of the platform, you agree to these Terms and Conditions.

1. Services and products

McHeather may provide music production, recording, mixing and mastering, beat licensing and digital music products, clothing and fashion products, artist services, and studio bookings. Services, products, availability, and pricing may change without prior notice.

2. Booking policy

A studio booking is confirmed only after the required information has been submitted and the required payment or deposit has been received. Confirmed bookings reserve the agreed date and time. Late arrival may reduce the session time available.

3. Payment terms

Prices are shown in the selected currency and include applicable taxes where required. Payment can be made through the supported methods presented at checkout. Creative work that requires delivery may begin only after payment has been confirmed.

4. Delivery timeframes

- **Recording:** delivered during the booked session.
- **Mixing and mastering:** normally 3–7 business days per song; larger EP or album projects may take 7–21 business days.
- **Digital products and beat purchases:** normally delivered immediately after successful payment, or within 24 hours when manual processing is required.
- **Fashion orders:** normally processed within 2–5 business days. Estimated shipping is 3–10 business days domestically and 7–30 business days internationally.

Creative delivery times may change based on project complexity, revision requests, queue volume, or delays in receiving required files or feedback. Courier delays and other delivery delays outside McHeather's reasonable control are not guaranteed.

5. Revisions

Mixing and mastering includes up to two revision rounds unless a different arrangement has been agreed in writing. Additional revisions may incur additional fees. A revision does not include a complete rearrangement, re-recording, or a change to the original creative direction.

6. Cancellations

Studio bookings may be cancelled or rescheduled subject to the timing of the request. Requests made 48 hours or more before the session may be eligible for rescheduling or credit. Requests made within 48 hours may result in the loss of the deposit.

For production and other creative services, a cancellation fee may apply once work has started, based on the work completed. Fashion orders that have already been processed or shipped cannot be cancelled.

7. Refunds and replacements

- Studio service refunds are generally not available after the session has been completed.
- Completed mixing, mastering, and production work is non-refundable. Customers should use the available revision process before requesting a refund.
- Digital downloads, beat licences, and other downloadable content are non-refundable after delivery.

Fashion refunds or replacements may be considered for an incorrect item, an item received damaged, or a verified product defect. Claims must be submitted within 7 days of delivery.

8. Intellectual property

Unless agreed otherwise in writing, all website content, audio, branding, artwork, and other materials remain the property of McHeather. Purchased beats and music licences remain subject to the specific licence terms supplied with them.

9. Customer responsibilities

Customers are responsible for providing accurate information, uploading the correct files, and securing the rights to any material they submit. McHeather is not responsible for delays caused by missing, inaccurate, or late information.

10. Limitation of liability

To the extent permitted by law, McHeather is not responsible for third-party platform interruptions, lost profits, indirect damages, or delivery delays caused by circumstances outside reasonable control.

11. Privacy

Customer information is used to process bookings, orders, and communications. Customer information is not sold to third parties.

12. Contact

Questions about these Terms and Conditions can be sent through the website contact page or by email at enemmckay@gmail.com.

13. Agreement

By using this website, you confirm that you have read and agree to these Terms and Conditions.
