



# E-Commerce Sales

Internet based sales office.  
Direct Dealership Sales and Marketing.  
Electronic Gadgets and Peripherals.

## ORDERING & PURCHASING GUIDE FOR BUYING ITEMS/MERCHANDISE

**E-C Mix Records reserves the right to reject, decline, or discontinue a sale, deal, or transaction; or ban a person from ordering from us at any time if we have reason to believe a customer or a transaction is a possible fraud or fraudulent, hardships in closing or finishing a deal, or for whatever other reasons. E-C Mix Records also reserves the right not to furnish or disclose such reasons for it.**

**ORDERING CUT-OFF: 10AM to 4PM - MONDAYS to FRIDAYS ONLY**

### STEP 01: IDENTIFYING YOUR ITEM

Identify the product/item that you want to buy. Take note of its product number and description. Make sure that the item you are looking at is the one you really want. **All sales are final and cannot be reversed, cancelled, exchanged, upgrade or downgrade, and/or refunded. E-C Mix Records will not be liable for any wrong orders you made.**

### STEP 02: CHECKING FOR STOCK AVAILABILITY & LATEST PRICING

Contact us to check for the availability of stocks and for the latest pricing. Please take note that all prices are subject to changes anytime. You may contact us through the following:

fax line: (63)(2) 43.ECMIX or (63)(2) 43.32649  
sms/text line: +63.917.85.ECMIX or +63.917.85.32649  
e-mail: sales@ecmix.com

After this, we will contact you back about the items you wish to buy and to confirm the price.

### STEP 03: PLACING & PAYING FOR YOUR ORDER

If the stocks are available, you may already confirm and place your order. Before we can process your orders, you first have to transact for payment. **PLEASE DO NOT** Deposit your payments without notifying us first. We have to confirm that there are stocks that can be given to you first, before we commit you the sale. These are the bank details:

**Bank Deposit** or bank transfer (full payment). **Cash deposits only.** Please do not deposit cheques as this requires 3 working days for clearing. Payments can be deposited through the following banks:

BANK	ACCOUNT NUMBER	ACCOUNT NAME
BANCO DE ORO (SM Cubao, Q.C.)	0160-455-812 (Savings)	“James Darrell Laxamana/Marilyn Harlan”
BANCO DE ORO (Timog Ave., Q.C.)	4698-002-995 (Checking)	(E-C Mix Records Production & Management) “James Darrell Laxamana”

Please notify us of your bank transaction so we can monitor it from our end and process your orders right away.

**Please remember that all sales are final and cannot be reversed, cancelled, exchanged, upgrade or downgrade, and/or refunded. So be sure of what you're buying from us. E-C Mix Records will not be liable for any wrong orders you made.**

### STEP 04: NOTIFICATION

Your orders will be sent for courier services of LBC or Air21 within 3 working days. You will be notified of its airway bill or tracking number. E-C Mix Records is not liable for any incidents or accidents that may arise caused by the courier delivery service.

### WARRANTIES & GUARANTEES

All items are brand new, guaranteed, and warranted by the brand companies. Warranties are given by the Brand Manufacturers and **NOT** by E-C Mix Records. We only carry high caliber and reliable brands. We do not carry generic brands. Usually, items have a minimum one (1) year warranty with the exception of some brands on selected items which can be longer than one (1) year. Warranties are void if warranty seals have been tampered, broken, or missing, and failure to show proof of purchase (sales receipts).

All items are checked for quality and operation before being delivered, shipped, or sold.

In cases of breakdowns covered by warranties, customer carry-in repairs should be brought directly over to the brand manufacturer's Authorized Service Centers.

### RETURN & REPLACE POLICY


- Item(s) can be returned or for possible replacement only within three (3) days maximum from date of receipt provided it was proven defective. Replacement is upon the discretion and decision of the Brand Distributor or Brand Manufacturer and **NOT** by E-C Mix Records.
- Shipping costs for all returns, if needs be, will be shouldered by the customer.
- **Item returns are accommodated and limited for the following instances:**
  - Defective items.
  - Wrong items sold or delivered caused by E-C Mix Records.

Defective items will be repaired or replaced upon the discretion and decision of the Brand Distributor or Brand Manufacturer of the product, **NOT** by E-C Mix Records.

- **Refunds are not allowed.**
- **Item returns or replacements are not accommodated for the following:**
  - Wrong orders caused by customers or a customer's change of mind, after the orders have been processed.
  - Change items. Exchange items. Upgrade or Downgrade.
  - Consumable items such as blank CDs, tapes, etc.
  - Softwares and Audio/Video discs.
- **Item returns or replacements will not be honored for the following reasons:**
  - Damages caused by customers due to wrong handling of items i.e. breakage, over charging, scratches, water damaged, etc.
  - Warranty seal was tampered, broken, or missing.
  - Failure to present or loss of proof of purchase (sales receipt or invoice).
  - Incomplete item package i.e. box, manuals, cables, etc.
  - Damages due to accidents or incidents beyond the control of E-C Mix Records i.e. delivery incidents, weather incidents, natural calamities, environmental and social incidents, etc.

**Please contact us first before returning any item.**

### IMPORTANT NOTES – PLEASE READ & UNDERSTAND

- **All prices are in Philippine Peso currency.**  icon denotes Philippine Peso currency. Prices will be converted to foreign currencies for customers outside the Philippines.
- **All sales are final and can no longer be reversed, cancelled, exchanged, and/or refunded** as soon as your orders are placed and processed. Please be sure of what you are ordering and buying. **E-C Mix Records will not be liable for any wrong orders you made.**
- **E-C Mix Records is an e-commerce business seller, running an internet-based dealership office, not a retail/store outlet or a shop.** Just like any other e-commerce business, **every sale is on a per-order basis** (pay as you order). **Walk-in/carry-out purchases are not practiced. You have to pay for your items first** before we process your orders. For both our security, transactions can only be made through our partner bank Banco De Oro.
- This ordering guide and policy is subject to change and updates without prior notice.