

OPEN HORIZON RECORDS

YOUR STORY. YOUR SONG. CREATED WITH YOU.

Customer song story questionnaire

Tell us as much or as little as you feel comfortable sharing. The little details often make the best lyrics. You can complete this document or simply reply to these questions by email. Please do not send payment details on this form.

1. Your contact details

Your full name

Postal address (including postcode)

Email address

Telephone number

Preferred way to contact you

Email / Telephone

Best time to contact you (optional)

2. Your song and occasion

What is the occasion?

Wedding / anniversary / birthday / celebration / memorial / tribute / other

Who is the song for?

Name and relationship to you

Date of the occasion or when you need the song

Is this a surprise?

Yes / No

What would you love the song to make someone feel?

3. The people and names that matter

Full name(s) of the person or people the song is about

What do you actually call them?

For example: Mum, Grandad, Liz, a family nickname or a special term of affection

How should their name be sung or pronounced?

Include pronunciation if it is unusual

Other people whose names should be included

Names, relationships and what they are called

Any names or details we must NOT mention?

Is the song about or dedicated to an animal? (if relevant)

Animal's name, type and what you call them

4. Tell us your story

How did your story begin?

How you met, a first memory, or how this person became important

Three to five favourite memories or moments

Places, funny stories, milestones, adventures

What makes this person or relationship special?

Their qualities, habits, kindness, humour, shared sayings

Are there any meaningful places, dates or details?

Is there a particular story the song must tell?

What message would you most like the song to say?

Something you want them to know or remember

5. The sound and feeling

What musical mood do you imagine?

Uplifting / romantic / joyful / reflective / emotional / energetic / other

Any styles you enjoy?

Pop / acoustic / ballad / dance / country / orchestral / other

Preferred vocal sound (if any)

Male / female / duet / no preference

Any musical styles, words or themes to avoid?

Any other creative wishes?

6. Your package and presentation

Which package interests you?

Bronze £99 / Silver £199 / Gold £299 / Not sure yet

Would you like any optional extras?

Artwork £49 / streaming release £29 / CD or extra USB £24 / box personalisation £15

If personalising a box, what exact wording?

Names, date, short message — spelling exactly as required

Any preferred presentation style or occasion theme?

Subject to availability

Anything else we should know?

What happens next?

We arrange a verbal consultation, review your completed answers and agree the song brief, package, extras, price and estimated delivery. Payment is only due once you have approved the brief and instructed us to proceed.

Return to: openhorizonrecords@outlook.com

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Bespoke song commissioning and cancellation

Your song is created exclusively for you, based on your story, the names you provide and the creative brief we agree together.

When your commission begins

We first complete a verbal consultation and your story questionnaire. We then agree your package, any extras, the price, the creative brief and an estimated delivery date. **No payment is due before those steps are complete.** Your commission is confirmed when you expressly instruct us to proceed and we receive payment.

Cancellation and refunds

Because every commissioned song is individually created, **once the commission has been confirmed and work has begun, we do not offer voluntary cancellations or refunds simply because you change your mind.** This does not affect any cancellation rights that apply by law or your statutory rights if we fail to provide the agreed service with reasonable care and skill.

We aim to deliver the song agreed in your brief and will address any genuine shortfall on our side. With over 30 years of retail experience, customer satisfaction remains central to how we work.

Your authorisation

I confirm that I have completed the questionnaire, taken part in a verbal consultation, reviewed and approved the creative brief, package, extras, total price and estimated delivery date. I understand that this is a personalised creative commission and have read the cancellation terms above. I expressly instruct Open Horizon Records to begin work once payment has been received.

Customer name: _____

Signature / email confirmation: _____ Date: _____

Agreed package and extras: _____

Total price: £_____ Estimated delivery: _____

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Consumer-law note: The legal position may differ between personalised goods, digital content and commissioned services. This wording should be checked against your actual fulfilment process before use as final customer terms.