

MILE END RECORDS - FAQ DOCUMENT

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Frequently Asked Questions

Montreal's Online Destination for Alternative & Dance Music on Vinyl

About Mile End Records

What is Mile End Records?

Mile End Records is Montreal's online-first record shop specializing in alternative and dance music on vinyl. Born in the heart of Mile End—Montreal's creative hub—we curate a collection that reflects the neighborhood's eclectic musical taste: indie rock, shoegaze, post-punk, house, techno, and everything in between. Whether you're hunting for the latest Caribou pressing or a classic New Order 12", we've got you covered.

Why "online-first"?

We operate primarily online to keep costs low and pass those savings on to you. No expensive storefront rent means better prices and a wider selection. Plus, you can browse our collection anytime, from anywhere. We occasionally host pop-up events in Mile End—join our mailing list to stay informed.

Do you have a physical location I can visit?

Not a permanent one, but we do monthly pop-ups in Mile End where you can browse records in person, talk music, and connect with the community. Follow us on Instagram @mileendrecords for pop-up announcements and locations.

What makes Mile End Records different?

We're not trying to be everything to everyone. We focus on what we know and love: alternative and dance music. Our collection is curated by people who actually go to shows at Casa del Popolo, spin records at Datcha, and know the difference between deep house and tech house. If you're into the same music scene we are, you'll feel at home here.

Our Collection

What genres do you carry?

Our specialty areas:

Alternative:

- Indie rock & indie pop
- Post-punk & new wave
- Shoegaze & dream pop
- Alternative electronic
- Experimental & avant-garde
- Lo-fi & bedroom pop

Dance Music:

- House (deep house, tech house, progressive)
- Techno (minimal, Detroit, industrial)
- Disco & nu-disco
- Drum & bass
- Breakbeat & UK garage
- Ambient & downtempo

We also carry:

- Hip-hop & R&B
- Jazz & soul
- Pop (when it's good!)
- Electronic & ambient
- Folk & singer-songwriter
- Soundtracks & compilations

Our philosophy: We curate based on quality, not genre snobbery. Whether you're looking for the latest Caribou LP or a Taylor Swift reissue, we've got you covered. Good music is good music.

Do you focus on Montreal/Canadian artists?

Yes! Supporting local music is important to us. We stock records from Montreal labels (Arbutus, Fixture, Mothland) and Canadian artists across all genres. Ask Isobel about our local selection.

Do you stock new releases or just classics?

Both! We carry new releases from labels like XL Recordings, Ninja Tune, Warp, Domino, and Kompakt, plus reissues and classics from artists like Joy Division, Aphex Twin, My Bloody Valentine, and Daft Punk. We update our inventory weekly with new arrivals.

How do I know if you have a specific record in stock?

Just ask Isobel, our AI assistant! She can search our inventory instantly. You can search by artist name, album title, or even just tell her what you're in the mood for.

Do you carry 12" singles and EPs?

Absolutely. Dance music lives on 12" vinyl. We stock plenty of extended mixes, remixes, and club edits alongside full albums.

What about limited editions and color vinyl?

When available, we carry limited pressings, colored vinyl, and special editions. These sell out fast, so check our "New Arrivals" regularly or sign up for notifications.

Ordering & Payment

What payment methods do you accept?

We accept Visa, Mastercard, American Express, Interac (for Canadian customers), and PayPal. All transactions are secure and encrypted.

Do you charge in CAD or USD?

Prices are listed in CAD (Canadian dollars). International customers will see currency conversion at checkout based on current exchange rates.

Can I use a discount code?

Yes! We occasionally offer discount codes through our newsletter and social media. Codes can be entered at checkout. Only one code per order.

Do you offer layaway or payment plans?

For orders over \$200, we offer a simple payment plan: 50% upfront, 50% within 30 days. Email us at orders@mileendrecords.com to arrange this.

Is there a minimum order?

No minimum! Whether you're buying one record or twenty, we're happy to ship it.

Shipping & Delivery

Where do you ship?

- **Canada:** Nationwide shipping available
- **USA:** All 50 states
- **International:** EU, UK, Australia, Japan, and select other countries

How much does shipping cost?

Canada:

- 1 record: \$8 CAD

- 2-3 records: \$12 CAD
- 4+ records: \$15 CAD (flat rate)

USA:

- 1 record: \$15 CAD
- 2-3 records: \$20 CAD
- 4+ records: \$25 CAD (flat rate)

International: Calculated at checkout based on destination and weight.

Free shipping on Canadian orders over \$100!

How long does shipping take?

- **Montreal/Quebec:** 2-4 business days
- **Rest of Canada:** 5-8 business days
- **USA:** 7-12 business days
- **International:** 10-20 business days

All orders ship within 1-2 business days. You'll receive tracking information via email.

Can I pick up locally in Montreal?

Yes! Select "Local Pickup" at checkout and we'll arrange a pickup time in Mile End. Free for Montreal customers. We'll email you within 24 hours to coordinate.

How are records packaged?

We're vinyl nerds, so we package with care:

- Rigid cardboard mailers designed specifically for records
- Records shipped outside their jackets to prevent seam splits
- Corner protectors on all shipments
- Bubble wrap for extra protection
- "Fragile - Do Not Bend" stickers

Your records will arrive safe.

What if my order doesn't arrive?

If tracking shows your package is lost or stuck, contact us immediately. We'll work with the carrier to locate it or send a replacement. We've got your back.

Returns, Exchanges & Defects

What's your return policy?

Returns accepted within 30 days of delivery for:

- Unopened records in original shrink wrap
- Wrong item sent by mistake

- Damaged or defective records (opened or unopened)

How do I return something?

Email support@mileendrecords.com with:

- Your order number
- Reason for return
- Photos (if damaged/defective)

We'll send you a prepaid return label (Canada/USA) or refund return shipping costs (international). Refunds processed within 5-7 business days of receiving the return.

What if my record is warped or has a defect?

Manufacturing defects happen. If your record has:

- Warping that affects playback
- Scratches or scuffs
- Skipping or audio issues
- Off-center pressing

Contact us with a description and we'll send a replacement immediately. You don't need to return the defective copy first—we trust you.

Can I exchange for a different record?

Yes! Email us within 30 days and we'll exchange for any in-stock record of equal or lesser value. Price difference refunded or charged as needed.

What if a record I ordered goes out of stock before shipping?

Rare, but it happens with limited editions. We'll contact you within 24 hours to offer:

- Full refund
- Store credit (10% bonus)
- Alternative recommendation

You decide.

Vinyl Care & Turntable Advice

I'm new to vinyl. What turntable should I buy?

For beginners, we recommend:

Budget (\$200-300 CAD):

- Audio-Technica AT-LP60X (easy, affordable, sounds decent)

Mid-range (\$400-600 CAD):

- Audio-Technica AT-LP120X (manual, upgradeable, great value)
- Pro-Ject Debut Carbon (excellent sound, beautiful design)

Avoid: Crosley suitcase players—they're cute but will damage your records over time.

I'm in Montreal. Where can I buy a turntable locally?

- Phonopolis (Mile End) - Great selection and knowledgeable staff
- Cheap Thrills (downtown) - Used turntables and repairs
- Audio Consultation (NDG) - High-end audio equipment

How do I clean my records?

Basic cleaning:

- Carbon fiber brush before each play (removes dust)
- Microfiber cloth for light smudges

Deep cleaning:

- Spin-Clean or similar wet cleaning system (\$50-100)
- Vinyl cleaning solution (avoid household cleaners!)
- Let records dry completely before playing

Pro tip: Clean used records before first play—you don't know how they were stored.

What's the deal with inner sleeves?

Original paper inner sleeves can scratch your records over time. Replace them with:

- Anti-static poly sleeves (cheap, effective)
- MoFi or similar audiophile sleeves (premium option)

Your records will thank you.

Should I keep the shrink wrap on?

Remove it! Shrink wrap can warp records over time as it contracts. Keep the hype stickers if you want, but ditch the wrap.

How should I store my records?

- **Vertical only** - never stack flat (causes warping)
- **Cool, dry place** - avoid basements, attics, direct sunlight
- **Tight but not too tight** - records should be snug but not crushing each other
- **Use dividers** - helps with organization and prevents leaning

Pre-Orders & Special Orders

How do pre-orders work?

Pre-order upcoming releases and we'll ship them on (or shortly after) release date.

- Payment processed when item ships (not when you order)
- Email notification when it ships
- Cancel anytime before shipping

What if a release gets delayed?

Label delays happen constantly in vinyl production (thanks, supply chain). We'll email you with updated dates. You can cancel anytime for a full refund.

Can you special order something not in your inventory?

Maybe! If it's alternative or dance music and currently in print, we can probably get it. Email requests@mileendrecords.com with:

- Artist and album name
- Label (if known)
- UPC/catalog number (if you have it)

We'll let you know within 48 hours if we can source it and provide pricing.

Do you do record subscriptions or monthly clubs?

Not yet, but we're working on it! Sign up for our newsletter to be notified when we launch our monthly subscription box.

Community & Events

Do you host events?

Yes! We do:

- **Monthly pop-ups** in Mile End (browse records, hang out, talk music)
- **Listening parties** for major releases
- **DJ sets** featuring local selectors
- **Occasional in-store performances** (when we have space)

Follow [@mileendrecords](#) on Instagram for event announcements.

Can I sell or trade my records to you?

We're launching a trade-in program soon! Bring your alternative/dance records to our pop-ups for store credit. Stay tuned for details.

Do you support local artists?

Absolutely. We stock records from Montreal labels and artists, including:

- Arbutus Records

- Fixture Records
- Mothland
- Local artists on Bandcamp

If you're a Montreal-based artist or label, reach out—we'd love to carry your work.

Gift Cards & Vouchers

Do you sell gift cards?

Yes! Available in \$25, \$50, \$100, and \$150 CAD. Perfect for the music lover in your life. Email gifts@mileendrecords.com to purchase—we'll send a digital gift code within 24 hours.

Do gift cards expire?

Nope. Use them whenever you want.

Contact & Support

How can I reach you?

- **Chat with Isobel** - Our AI assistant is available 24/7
- **Email:** support@mileendrecords.com (we respond within 24 hours)
- **Instagram:** @mileendrecords (DMs open)
- **Phone:** Available during pop-up events only

What are your hours?

We're online 24/7! Orders placed before 3pm EST ship same day (weekdays only).

I have a question Isobel can't answer. Now what?

Email us at support@mileendrecords.com. A human will help you out.

Miscellaneous

Why is vinyl so expensive?

Vinyl production costs have increased significantly:

- Limited pressing plants (high demand, limited capacity)
- Higher manufacturing costs (oil prices affect vinyl production)
- Shipping costs (records are heavy!)

- Small-batch pressings for niche music

We price as fairly as we can while supporting the artists and labels we love.

Do you price-match?

We don't formally price-match, but if you find a record significantly cheaper elsewhere (Canada/USA only), email us. We'll see what we can do.

Can I get notifications when specific records come in stock?

Yes! Email us the artist/album and we'll notify you when it's back. We're working on automated notifications—coming soon.

Do you have a newsletter?

Yes! Sign up at newsletter@mileendrecords.com for:

- New arrivals every Friday
- Exclusive pre-orders
- Discount codes
- Pop-up event announcements
- Staff picks and recommendations

We email once a week. No spam.

Are you hiring?

Not currently, but we're growing! Send your resume and a few of your favorite records to jobs@mileendrecords.com. We'll keep you on file.

Still have questions?

Chat with Isobel anytime or email support@mileendrecords.com.

Thanks for supporting independent music retail!

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