



## *Wedding Stationery Terms and Conditions*

### **Alterations**

The client agrees to notify Papillon Designs immediately of any changes to the design, names, addresses, dates etc. that may effect the production of the wedding stationery. Papillon Designs will endeavour to make any changes free of charge if production is not in process.

### **Copyright**

All artwork and designs are copyright of Papillon Designs. The client is responsible for obtaining permission for printed reproduction of any material, poems, hymns, songs etc that is requested by the client. The client indemnifies Papillon Designs against any action brought against it for breach of a third parties copyright.

### **Data Protection**

Papillon Designs will not share any information the client gives with any third party.

### **Deposit**

Orders cannot commence without a completed order form and a 50% deposit. This deposit is non-refundable and any orders cancelled after materials are ordered and production has started are liable for full payment. Payment of the deposit is understood to be acceptance of these terms and conditions. We will forward an invoice detailing the outstanding balance which is payable shortly before delivery. (We accept cheques and postal orders. Please make cheques and postal orders payable to: Papillon Designs)

### **Delivery**

Delivery is usually by Royal Mail Special Delivery/Parcel Force or Royal Mail Standard Parcel with additional insurance cover (depending on weight and value of parcel/order the appropriate postal method will be chosen); Papillon Designs reserves the right to use other carriers when necessary. Whilst every care is taken to pack the order Papillon Designs cannot be held liable for loss or damage whilst in transit. If loss or damage in transit does occur the client may be assured that Papillon Designs purchases postal insurance through Royal Mail to the full order value and will assist the client in resolving the situation.

Postage & Packaging - Orders over £300 free. Under £300 - £9.50 (upto 2kg if your order is over 2kg in weight further postage costs may apply)

Please note that if ordering heavier/larger items such as table plans, guest books and wedding albums etc Papillon Designs will calculate postage costs according to weight as this is not included in our standard £9.50 delivery charges for orders under £300, or the free postage for orders over £300. We will aim to keep these postage costs to a minimum and will advise the client prior to posting of these costs. Some smaller orders may be sent by Royal Mail recorded (signed for) 1<sup>st</sup> class postage.

### **Miscellaneous**

Papillon Designs will endeavor to supply the client as agreed but cannot be held liable for situations beyond its control, for example, discontinued materials from suppliers and postal disputes. In such cases a suitable alternative will be made available.

If the client requires guest's names printed on invitation inserts and place cards for 20p additional charge per invitation/card, this is available on condition that all guests names are either supplied to us by emailed or provided as word or excel files. If the client is unable to provide names in this format and can only give a hand written list, name printing will then be charged at 30p per name. Please ensure all names and titles are spelt correctly as any errors are not the responsibility of Papillon Designs and a charge may be applied for amendments if production is already in process or completed.

We will advise the client of the time required to produce the wedding stationery when we receive the completed order form and deposit. This timescale is dependant of order size and stationery style chosen. Once we have the order form and deposit a production time slot will be allocated in our studio – failure to have information ready for the production time slot may result in loss of the proposed time space for making the stationery.

## **Our Products**

As all wedding stationery items are handmade the client accepts there will be slight variations between items.

The client should be aware that due to the use of small parts, our products and packaging are not suitable for small children.

Papillon Designs cannot be held responsible for the natural ageing of products. If the client orders wedding stationery in a number of stages then Papillon Designs cannot always guarantee continuity of design as suppliers sometimes change products without notice or discontinue some lines. In such cases suitable alternatives will be made available where possible.

Papillon Designs have made every attempt to represent products as accurately as possible and any images we publish are for illustrative purposes only. Colour reproduction is as accurate as possible via the various mediums.

## **Samples:**

Papillon Designs will provide a potential client up to 2 samples at a cost of £1.75 per sample including delivery (with exception to design WE029 "Hepburn" which is £2.00 per sample) to any genuine sample request in the UK only. Any further samples required may be ordered upon receipt of specific permission from Papillon Designs. Overseas clients may request samples but are required to pay the appropriate postage costs required to send the sample(s) to their chosen overseas address, this is at the discretion of the management. If the client requires a bespoke design, Papillon Designs will issue a quote for the final product based on the client's chosen design.

All sample requests will be assessed individually and are sent out at the discretion of the management. If there is reason to believe that the sample may be used for purposes other than as a genuine client needing to see a sample prior to ordering, Papillon Designs will decline the sample request(s).

## **Proofs:**

While we take every care in producing proofs it is the responsibility of the client to proof read any text and design layout prior to production. Proofs must be signed, dated and returned with the supplied proof approval form. Once the proofs have been signed off any further alterations may incur an additional charge if production is in process or complete. Please ensure all names, titles and venue details/times etc. are spelt correctly as any errors made by the client are not the responsibility of Papillon Designs and a charge may be applied for amendments if production is already in process or completed.

## **Wedding Stationery Terms and Conditions Revision 7 – 16<sup>th</sup> February 2009**

(Changes to delivery method, amendment to production time slots)