

## **Terms & Conditions**

### **ORDERING & PAYMENT**

A 50% non-refundable deposit is required to secure your order. Full payment is required for orders below £100 or if required less than 6 weeks. You will be sent an order confirmation which must be checked and signed and returned via email or post with your deposit to secure your order. Balance is due on completion and prior to despatch. Goods will only be despatched when the final balance has been paid. Payment of the deposit is taken as acceptance of these terms and conditions. Jollie Lollie Designs accepts payments in pounds sterling by cash, cheque (payable to Jollie Lollie Designs Ltd), BACS transfer or via Paypal using a debit or credit card\*.

\*There is a 2.5% fee for using credit cards, debit cards are free.

### **PRICES**

All prices are subject to change without notice. The deposit secures the price of items ordered at the time of ordering.

### **CANCELLATION POLICY**

Orders cancelled before you have approved your proofs will be charged at 50% of the order value, or on the basis of time spent plus any costs incurred by Jollie Lollie Designs, whichever is the greater. Orders cancelled after you have approved your proofs will be charged in full and the balance is payable immediately on demand.

### **REFUNDS & REPLACEMENTS**

Due to the personalised nature of each order Jollie Lollie Designs does not refund or replace unwanted goods. Please refer to our cancellation policy above. Once the order has been dispatched Jollie Lollie Designs will accept no responsibility for loss or damage. Any damage must be notified to us within 24 hours of delivery.

### **WORDING**

Text should be typed clearly in a Microsoft Word document or email and emailed to Jollie Lollie Designs. If you provide paper copies of your text for any items, we will convert into an electronic document at £25.00 per hour.

Proof-reading is the responsibility of the client. Jollie Lollie Designs cannot be held responsible for any errors that go unnoticed after the proofs have been approved. Please check all details of the proof and advise of any amendments and confirm acceptance.

### **TIMESCALES**

Digital proofs are supplied 5 - 7 working days from receipt of your wording and deposit. Proofs are sent via email as PDF (Acrobat Reader) files. We recommend that you print out the proofs to check font sizes and details. Production timescales are approximately 6 - 8 weeks after you have returned your approved proofs. Times can be shorter/longer dependant on availability and size of order. If your order is needed more urgently, please contact us as we will always try our very best to accommodate – depending on our scheduled workload this may incur an extra charge, which we will advise you of at the time of delivery.

### **DELIVERY**

We will deliver your order to you via a courier or Royal Mail. You will be advised of the cost of delivery when your products are ready to be despatched and costs will be added to your final bill. Deliveries will need to be signed for upon receipt. Alternatively you may collect your stationery from us at a prearranged date/time.

## **COPYRIGHT INFORMATION**

All designs are Copyright Jollie Lollie Designs. All rights are reserved. Designs are not to be reproduced or transmitted in any form, by any means without our prior written permission. You are responsible for ensuring that you have obtained all necessary consents and permission in relation to any images, photographs, hymns and text that you ask us to include in your stationery.

## **PRIVACY AND DATA PROTECTION**

Jollie Lollie Designs collects any information given during the course of enquiring, ordering and registration process. We keep this on record to assist our administration and for future marketing initiatives. We do not sell or pass to anyone information contained on customers, which remains confidential to the company.

All data is collected lawfully and in accordance with the Data Protection Act 1998.

## **UNFORESEEN CIRCUMSTANCES**

While every effort will be made to meet demands; cancellations or variations may be necessary as a result of Act of God, War, Strike, Lockout, Labour Dispute, Fire, Flood, Drought or other causes beyond the control of Jollie Lollie Designs.

## **MARKETING**

We reserve the right to use any stationery we create for you to promote our products and services.

## **ADDITIONAL WORK RATES**

Unless otherwise stated all additional work including proofs, consultations, illustrations and maps will be charged on the basis of time spent at a rate of £50 per hour plus expenses.