

## **Terms and Conditions**

### **Copyright**

All artwork and designs are copyright of Special Touch Cards.

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 Special Touch Cards against any action brought against it for breach of third parties copyright.

### **Data Protection**

Special Touch Cards will not share any information you give with any third party.

### **Deposit**

Orders cannot commence without a completed order form and a 50% deposit.

If the order is cancelled after work commences, then Special Touch Cards has the right to collect the final payment to cover the costs already incurred. If the order is cancelled prior to receipt of signed proofs there will be no additional costs other than the 50% deposit already paid. Final payment is due when the order is ready to be dispatched.

Payment of the deposit is understood to be acceptance of these terms and conditions.

### **Alterations**

The client agrees to notify Special Touch Cards immediately of any changes to names, addresses, dates etc. Special Touch Cards will endeavour to make any changes free of charge if production is not in process.

### **Delivery**

Delivery is usually by Royal Mail Recorded or Special Delivery; Special Touch Cards reserves the right to use other carriers. Whilst every care is taken to pack the order Special Touch Cards cannot be held liable for loss or damage in transit.

### **Variations within the order**

The majority of products we use on our wedding stationery are handmade so a slight variation in colour and materials may occur and may differ slightly from the photographs on our website. Our wedding stationery is handmade and therefore may differ slightly from card to card. This is not deemed as faulty.

If product specifications from our suppliers change we will endeavour to offer you an alternative of the same or better quality at the same price as your initial order.

If the client orders Wedding Stationery in stages then we cannot guarantee continuity of design

### **Our Products**

The client should be aware that our products and packaging are not suitable for children.

Special Touch Cards have made every attempt to represent our 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. The client can be certain that the proof is an accurate representation of the final product.

### **Proofs**

While we take every care in producing your proofs it is the responsibility of the client to proof read any text prior to printing. Proofs must be signed, dated and returned or confirmed via email. Once the proofs have been signed off any further alterations may incur an additional charge.

### **Samples**

Special Touch Cards will provide one free sample of a chosen design, if a sample from each design is required then we ask for a small contribution of £5.99 towards materials. Any subsequent design alterations may incur a design fee. Special Touch Cards will issue a quote for the final product based on the client's chosen design.

### **Ordering**

Orders take approximately 4-6 weeks from receipt of signed proof.

### **Returns**

In the unlikely event of a complaint, the customer must notify us in writing within 7 days of receiving their order. No claims will be entertained after this period. Refunds or exchanges can only be given where merchandise is found to be faulty or the specifications of the order haven't been met.