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TERMS AND CONDITIONS

3RD DECEMBER, 2016

1. Copyright and design

- 1.1. Designs are copyright of 'Made by Millie and Me'. By agreeing to our terms and conditions you agree not to copy, download, modify, or reproduce designs in any way. This also applies to samples ordered.
- 1.2. We will not copy work that has been produced by someone else.
- 1.3. The customer is responsible for obtaining permission to use images, or text, which is provided to us.
- 1.4. All items remain the property of 'Made by Millie and Me' until paid for in full.
- 1.5. As all stationery is made by hand, slight variations may occur – this is what makes your stationery unique. Occasionally we may have to substitute a product or component used in our designs; wherever possible we will notify you of any significant changes. Please be aware that some embellishments used on our stationery are small, and may present a choking hazard to small children and babies.

2. Ordering

- 2.1. Samples are available of our work. A price will be given on request, including the cost of postage and packing. This must be paid in full before the samples are despatched. We will advise on delivery time.
- 2.2. A **minimum of 6-8 weeks** is required to produce your stationery from approval of proofs. We always try to accommodate your needs wherever we can, but for your own peace of mind, please allow as much time as possible when placing your order.
- 2.3. Enquiries can be made by phone, email, website enquiry, or face to face. As much detail should be given regarding design requirements, quantities, components, and budget constraints.
- 2.4. Once we have discussed and agreed the detail of your order, a detailed brief and quotation will be sent to you by email, or post. This will include an order specification, a list of all items ordered, their components, any applicable taxes, packaging, and delivery costs. This should be checked thoroughly because this forms the brief that we will work to in delivering your order. This can be signed and returned, or acceptance by email will suffice. Subsequent changes to your requirements may incur additional costs.
- 2.5. A **non-refundable** deposit of 50% of your total order is required when you place your order. Orders totalling less than £100 must be paid for in full at the time of ordering.
- 2.6. We recommend that you order a few extra invitations. If you require more invitations than were initially ordered, be aware that there could be considerable ordering time. If specific stock is required, additional costs will be incurred.
- 2.7. When the order is placed you will be advised on the expected delivery time for you to receive proofs.
- 2.8. You will be sent a proof by email for the stationery you order. This will include PDF files of wording and photographs where applicable. Proofs can also be supplied by post if required.
- 2.9. Any changes to wording or spelling must be made clearly in writing (an e-mail is acceptable). Changes made by telephone will not be accepted.
- 2.10. Additional changes after production of one set of proofs may incur extra costs.

- 2.11. You will be notified by email including a PDF, or by mail, of the balance invoice for payment prior to dispatch of your order, if applicable.
- 2.12. Balance of payment will be required before your stationery is sent out to you and will include delivery charges. THIS MUST BE PAID IN FULL BEFORE YOUR STATIONERY IS DESPATCHED. Your order will be despatched by the most convenient and cost effective method possible.
- 2.13. You are welcome to order your stationery in stages. For example, you may wish to order 'Save the Date' cards and Invitations first and then request additional items such as orders of service, menus, place cards and table plans nearer to the date of your wedding.
- 2.14. It is your responsibility to check the cost of postage for your individual invitations to your guests.

3. Delivery

- 3.1. Delivery to some postcodes (in particular Northern Ireland, the Channel Islands, Isle of Wight, Isle of Man and some parts of Scotland) incur extra charges.
- 3.2. Delivery outside the UK (including the Republic of Ireland) will incur extra charges, we will discuss the most cost effective options with you.
- 3.3. It is your responsibility to sign for goods despatched by courier (by prior arrangement) and in the case of a courier being unable to deliver to you, you will be charged for re-delivery.
- 3.4. If you do require the items to arrive within a specific time slot we will attempt to organise a timed courier service but additional delivery fees will apply.
- 3.5. Delivery on a Saturday will incur an additional charge; we will discuss the most cost effective options with you.
- 3.6. Occasionally couriers are unable to deliver due to circumstances beyond our control. We will keep you informed of any information we receive should this situation occur.
- 3.7. Table Plans incur an additional delivery charge of £15.00 each
- 3.8. All orders are carefully packed to avoid damage in transit. Any damage MUST be notified within 24 hours of receipt.
- 3.9. On receipt, if you feel there are any discrepancies with your order, these MUST be notified within 24 hours of receipt.
- 3.10. We cannot be held responsible for damage which occurs when you post individual items to your guests. We will offer you advice regarding the safest method of posting should you wish.

4. Prices

- 4.1. Prices include envelopes and printed inserts where applicable. Metallic/pearlescent envelopes are available at extra cost.
- 4.2. The price for RSVP cards includes a pre printed white or cream envelope.
- 4.3. The price for 'orders of service (mass books)' includes up to 8 sides of A5 printing. Any additional pages will incur extra costs.

5. Cancellation

- 5.1. In the event of order cancellation by the client, the deposit is non-refundable.
- 5.2. Due to the personalised nature of our items if the order is cancelled after proofs have been approved and production has commenced, the remaining balance will be invoiced for labour and materials costs.

6. Payment

- 6.1. Payment for goods can be made by cheque, bank transfer or by debit or credit card. Card payments will be processed by Paypal and will include a 5% surcharge to cover fees.
- 6.2. Cheques should be made payable to "Made by Millie and Me".