

# Terms of Work 2014

BY CONFIRMING YOUR ORDER AND PAYING YOUR DEPOSIT OR ARTWORK FEE YOU ARE AGREEING TO THESE TERMS. PLEASE READ THESE TERMS CAREFULLY BEFORE PLACING AN ORDER.

## PAYMENT & COSTINGS - GENERAL

- LEMON PIE WEDDING STATIONERY HAS A MINIMUM ORDER QUANTITY OF 20 UNITS PER ITEM (EXCLUDING TABLE NAME/NUMBER CARDS AND TABLE PLANS) AND A MINIMUM SPEND OF £100.00
- IF YOU ARE LOCAL TO THE STUDIO IN SUFFOLK PLEASE ARRANGE WITH ME TO COLLECT YOUR ORDER. DELIVERY TO MAINLAND UK AND NORTHERN AND SOUTHERN IRELAND WILL BE £12.00 FOR UP TO 10KG, SENT VIA NEXT DAY DELIVERY AND MUST BE SIGNED FOR. DELIVERY WILL BE INVOICED SEPARATELY FROM YOUR MAIN INVOICE. I MUST BE NOTIFIED OF ANY DAMAGE TO GOODS RECEIVED WITHIN 5 WORKING DAYS.

## PAYMENT & COSTINGS - READY TO ORDER STATIONERY

- 50% OF YOUR TOTAL INVOICE IS DUE BEFORE ANY READY TO ORDER STATIONERY PROOFS CAN BE CREATED. THE 50% DEPOSIT IS NON-REFUNDABLE. ALL MONIES WILL NEED TO CLEAR BEFORE PROOFS CAN BE CREATED. THE REMAINING 50% IS DUE BEFORE COLLECTION/ DELIVERY OF THE LAST ITEMS TO BE PRINTED.
- IF YOU ARE USING THE FULL PERSONALISATION SERVICE FOR THE READY TO ORDER STATIONERY YOUR £50.00 ARTWORK FEE ALONG WITH A 50% DEPOSIT WILL BE REQUIRED BEFORE PROOFS CAN BE CREATED. THE FINAL 50% IS DUE AS ABOVE.
- ONCE PROOFS ARE CREATED IF A COMPLETE DESIGN CHANGE IS REQUIRED A £20.00 RESTART FEE IS APPLICABLE.
- YOU ARE ENTITLED TO UP TO 3 READY TO ORDER PDF PROOFS OF YOUR CHOSEN DESIGN SENT BY EMAIL FOR EACH ITEM YOU REQUIRE. IF YOU REQUIRE MORE THAN THIS THEY WILL BE CHARGED AT £5.00 PER ITEM.

## PAYMENT & COSTINGS - BESPOKE STATIONERY

- IF YOU ARE USING THE BESPOKE SERVICE YOU WILL BE CHARGED A ONE-OFF, NON-REFUNDABLE DESIGN FEE OF £125.00 BEFORE ANY PROOFS OF YOUR STATIONERY CAN BE CREATED.
- ONCE PROOFS ARE CREATED IF A COMPLETE DESIGN CHANGE IS REQUIRED A £50.00 RESTART FEE IS APPLICABLE.
- 50% OF YOUR TOTAL INVOICE IS DUE BEFORE YOUR FIRST ITEM OF STATIONERY GOES TO PRINT. THE 50% IS NON-REFUNDABLE. ALL MONIES WILL NEED TO CLEAR BEFORE ITEMS CAN BE SENT TO PRINT. THE REMAINING 50% IS DUE BEFORE COLLECTION/DELIVERY OF THE LAST ITEMS TO BE PRINTED.
- YOU WILL RECEIVE UP TO FIVE PDF PROOFS AND ONE PAPER SAMPLE (WHERE REQUIRED) OF EACH ITEM YOU REQUIRE (EXCLUDING A PAPER SAMPLE OF TABLE PLANS). IF YOU REQUIRE MORE THAN THIS FURTHER SAMPLES WILL BE CHARGED AT £5.00 PER ITEM.

## LEAD TIMES

- FOR THE READY TO ORDER STATIONERY SERVICE I AIM TO SEND PDF PROOFS WITHIN ONE WEEK OF RECEIVING YOUR DEPOSIT PAYMENT.
- FOR BESPOKE STATIONERY I AIM TO SEND PDF PROOFS WITHIN TWO WEEKS OF RECEIVING YOUR ARTWORK FEE.
- WHEN YOU ARE HAPPY WITH YOUR PROOFS YOU ARE REQUIRED TO CONFIRM BY EMAIL THAT YOU ARE HAPPY TO GO TO PRINT (PRINT CONFIRMATION) BY THE DATE STATED ON YOUR STATIONERY TIMELINE THAT I WILL SEND YOU. IF YOU DON'T CONFIRM BY THIS DATE YOUR COMPLETION DATE MAY BE PUSHED BACK.
- ONCE YOU HAVE CONFIRMED THAT ALL THE INFORMATION IS CORRECT ON YOUR PROOFS ANY MISTAKES FOUND AFTER PRINT CONFIRMATION WILL BE REPRINTED AT COST TO YOU.
- YOU CAN EXPECT TO RECEIVE YOUR ORDER WITHIN FOUR TO SIX WEEKS OF DEPOSIT PAYMENT FOR READY TO ORDER - SIMPLE PERSONALISATION, SIX TO EIGHT WEEKS OF DEPOSIT PAYMENT FOR READY TO ORDER- FULL PERSONALISATION AND EIGHT TO TWELVE WEEKS FROM ARTWORK FEE PAYMENT FOR BESPOKE STATIONERY. DURING MY BUSIEST TIMES THESE LEAD TIMES CAN CHANGE BUT YOU WILL BE ADVISED ACCORDINGLY.

## CUSTOMER RESPONSIBILITIES

- ALL STATIONERY, ARTWORK AND DESIGNS ARE THE COPYRIGHT OF LEMON PIE WEDDING STATIONERY. ALL DESIGNS, ARTWORK OR STATIONERY ARE NOT TO BE REPRODUCED FOR PERSONAL OR COMMERCIAL USE UNDER ANY CIRCUMSTANCES.
- CUSTOMERS ARE RESPONSIBLE FOR THE COPYRIGHT PERMISSION OF ANY IMAGES OR TEXT THEY PROVIDE.
- ALL INFORMATION REQUIRED FOR YOUR STATIONERY WILL NEED TO BE SUPPLIED BY YOURSELVES IN ELECTRONIC FORMAT; EITHER IN AN EMAIL, AS A PDF, AS A WORD DOCUMENT OR AN EXCEL DOCUMENT.
- IF YOU WISH TO CANCEL YOUR ORDER YOU MUST DO SO IN WRITING IMMEDIATELY. ANY REFUNDS OR EXCHANGES ARE AT MY DISCRETION AND WILL ONLY BE MADE IF YOUR STATIONERY IS FAULTY OR DOES NOT MEET YOUR ORDER.

## OTHER

- DUE TO THE NATURE OF DIGITAL PRINT THERE MAY BE SOME COLOUR VARIATIONS BETWEEN THE COLOUR ON SCREEN AND THE PRINTED COLOUR. THERE MAY ALSO BE SOME COLOUR VARIATIONS BETWEEN ITEMS OF STATIONERY PRINTED AT DIFFERENT TIMES.
- LEMON PIE WEDDING STATIONERY IS NOT RESPONSIBLE IF ANY DAMAGE OCCURS WHEN YOU POST ITEMS TO YOUR GUESTS.
- I WILL NOT SHARE YOUR INFORMATION WITH ANY THIRD PARTIES AND WILL USE YOUR INFORMATION SOLELY FOR PROCESSING YOUR ORDER. I MAY ALSO USE YOUR INFORMATION TO ASSESS OR MAKE IMPROVEMENTS OR DEVELOP MY BUSINESS.
- I RESERVE THE RIGHT TO USE ANY STATIONERY I CREATE FOR YOU TO PROMOTE MY PRODUCTS AND SERVICES.