



Table Plan Boutique - Terms and Conditions

Alterations

The client agrees to notify Papillon Designs immediately of any changes to the design or names etc. that may effect the production of the table plan. Papillon Designs will endeavour to make any changes free of charge if production is not in process or if changes are not too extensive after the proof has been agreed. A charge may occur if extensive changes are to be made or if the table plan is already in production or made.

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.

Payment:

Our preferred method of payment is by cheque or postal order. If a client wants to pay online via PayPal an additional charge of £2.00 must be paid to cover PayPal processing fees.

Cancellations:

You may only cancel an order if the table plan has not gone into production and if it is 7 days prior to the production date. A charge may be incurred if materials required to make the table plan have been purchased especially for your design.

Delivery

Delivery is usually by Parcel Force 48hr service (depending on weight and value of parcel/order the appropriate postal method / provider will be chosen) which requires a signature and has £150 insurance/cover. 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 will assist the client in resolving the situation and claiming insurance.

Postage & Packaging - to UK addresses postage is £10.99 (normally via Parcel Force 48hr "signed for" delivery service which covers your parcel upto £150 in value).

For overseas / non UK customers – we can post to countries outside the UK but would need your full address details to be able to quote a price for delivery.

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.

Please ensure all names and titles etc 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 order when we receive the completed order form and payment. This timescale is dependant of order size and style chosen. Once we have the order form and payment 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 order.

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.

Proofs:

Due to the bespoke nature of our product (table plan) proofs will be made in the form of a PDF visual which will be emailed to you (or if you do not have a PC/internet/email a printed visual may be posted to you upon request) for you to check over very carefully and then approved by reply email or via a proof approval form is checking proofs via post.

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.

Once 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 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.

Papillon Designs - Table Plan Boutique Terms and Conditions - Revision 1 – 14th August 2009