



# Terms + Conditions

Orders are accepted on the basis that these terms and conditions are understood and agreed to. I reserve the right to update details or prices on the website at any time, including my Terms and Conditions.

## 1 \ MINIMUM ORDER

A minimum order quantity of 30 applies to all invitation orders. An order will not be accepted under this amount. The total of 30 can be reached with a combination of day and evening invitations.

## 2 \ COLOUR REPRESENTATION

Ellis Tate cannot accept responsibility for colour and texture variations which occur occasionally. This is due to paper milling over time and stocks kept by our printers. Although every effort has been made to reproduce colours accurately, due to digital imagery and differences in monitor resolutions, some colours shown may not be exact representations of actual colours used. These differences will also occur from one print run to another. Please ensure you order all of what you need at the same time to avoid discrepancies.

## 3 \ DIGITAL ARTWORK

Design work WILL NOT commence until a 50% deposit payment has been received.

It is the customer's responsibility to thoroughly check the digital draft artwork provided. These are created based on the order form submitted and consultation discussion. I offer unlimited artwork revisions to allow for corrections. By approving your final artwork for print, you accept full responsibility for the information, spelling, grammar and layout as shown. Once the artwork has been approved by the client, I am not responsible for any mistakes on the stationery. I strongly recommend printing, if possible, at 100% size and asking a 'fresh set of eyes' to check also. Final approval must be in writing via email.

Customers will be responsible for any reprint costs should they choose to have an error fixed. If a customer requests a change to the artwork after print/production has commenced, then a charge will be made to cover the cost of the items already printed.

## 4 \ TIMING

I require a minimum of 1-2 weeks turnaround once the order has been placed. Some special print options can take longer to produce and this will be discussed with the customer if it applies to their design requirements. This turnaround relies on a prompt response from customers replying to digital draft emails. I understand that my customers have busy lives so please factor in a bit of extra time when planning your invites.

## 5 \ DEPOSITS + FULL PAYMENT

Design work WILL NOT commence until a 50% deposit payment has been received.

Full payment is required upon approving digital artwork. No printing or production will commence until full payment has been received. I accept payment via Bank Transfer or Card payments (via SquareUp).



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## 6 \ CANCELLING + REFUNDS

You have a legal right to change your mind within 14 days of placing an order and receive a refund under the Consumer Contracts Regulations 2013, unless the services have been completed. If you cancel after I have started designing, but before the order has been completed, you must pay me for the services provided up until the time you tell me that you have changed your mind. If draft artwork has been completed, £75 will be deducted from the order total. Should an order have gone to print, costs will be calculated and detailed for the customer.

Please note that due to each product being printed and assembled to order, I do not offer refunds on unwanted products. In the unusual circumstance that any of my products arrive in an unsatisfactory condition due to my error or damage during delivery I will either exchange or refund those products affected. Please contact me immediately if there is a problem with your

## 7 \ DELIVERY

Delivery dates are estimates and Ellis Tate will not be held responsible for any orders not allowing for this time scale, unless pre-agreed with the customer. I aim to deliver all orders 7 WORKING days from approval to print.

## 8 \ TESTIMONIALS + GALLERY IMAGES

Any testimonials on this website are written by clients of Ellis Tate. By placing an order with Ellis Tate, you agree to images of your stationery and any feedback sent via email being published on my website or on any social media platform. If you would prefer not to have your stationery image or testimonial published, you can notify me in writing via email at any point and I will remove any images or text as soon as reasonably possible.

## 9 \ COPYRIGHT

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