

# Terms & conditions...

All orders placed with A Little Bit of Loveliness will be subject to these Terms and Conditions. A Little Bit of Loveliness reserves the right to cancel an order at any stage.

By placing your order with A Little Bit of Loveliness and paying a design fee, you are agreeing to the following terms and conditions.

## **Design Fee & Payment**

Upon approval of the quotation sent by A Little Bit of Loveliness a non-refundable design fee of £50.00 will be required before any design work can begin. Once final proofs have been approved, the remaining balance will be due before sending to print. Bank details will be provided on the quotation sent.

## **Cancellations & Refunds**

If an order is cancelled, A Little Bit of Loveliness will not offer a refund once any design work has commenced. Printing will commence after final approval of the artwork has been given. If there are any issues with your order such as print quality or missing items please contact us within 5 days of receiving your order and we will immediately rectify this if required.

## **Proofs & Artwork**

Digital proofs are sent via email as PDFs throughout the design process. It is the responsibility of the client to check all proofs are accurate, so please check carefully for any errors with spelling or grammar, and also make sure the correct information is on the final design – such as dates, times, names. Due to the bespoke nature of the design work, no refunds will be given if any errors have been identified after a proof has been signed off and sent to print. Please note that your screen colour can differ when printed and although colours are matched as best as possible sometimes there are slight differences. Any changes required to the wording must be sent by and a new proof will be sent to be signed off, prior to printing.

## **Delivery**

All orders are sent via DPD, once the delivery has been set up you will receive text updates of its journey with a tracking number, a signature will be required to accept the order from the courier. A Little Bit of Loveliness is not liable for any damaged or missing items during transit. However if there are any issues please contact us and we will do what we can to help.

## **Copyright**

All stationery artwork and designs remain the copyright of A Little Bit of Loveliness, they may not be reproduced in any form without prior written permission from A Little Bit of Loveliness. Any improper or illegal use of the stationery, artwork or designs or any other intellectual property rights will be pursued. It is the clients' responsibility to get permission to reproduce any copyrighted material, such as the words of hymns or poems, which are to be featured in the stationery. You shall indemnify A Little Bit of Loveliness on written demand in respect of any third party claims that material provided by you infringes that third party's copyright.

## **Marketing**

A Little Bit of Loveliness reserves the right to use any stationery created for you to promote our products and services. A Little Bit of Loveliness reserves the right to use feedback or testimonials provided by you on multiple platforms including online advertising, print advertising and social media to promote our products and services.

**These Terms and Conditions are between you and A Little Bit of Loveliness.**