

IN THE DETAILS *Design*

Terms and Conditions

Copyright

All designs and stationery are copyright of In The Details. All rights are reserved. Any unauthorised reproduction of In The Details designs or products is strictly prohibited. We take any unauthorised copying or printing of our design work very seriously. Legal action will be taken in all such cases. Any designs created for you using our bespoke service will remain copyright of In The Details.

Orders

All orders for goods shall be deemed to be an offer by you to purchase goods pursuant to these terms and conditions.

After you have decided upon which and how many items or services you require, a quotation will be sent via email. Once you have decided to proceed to purchase, based upon the sample and quotation (to be confirmed by you in writing via email), an invoice will be sent to you via email, a deposit should be paid within 7 days of invoice. Please note the deposit is not refundable.

An additional invoice will be sent once the final design is approved, for the remainder of the balance. After you (the buyer) have placed an order, paid your deposit or made full payment and you have supplied us with the required information to feature on your stationery items, you will receive electronic stationery drafts by email within 5 working days unless stated otherwise.

All text that you would like to feature on your items of stationery must be supplied to us in Word, Excel or Email format (this includes guest names). We are unable to produce your order if you do not supply us with this information, as and when we request it.

If you fail to supply us with the required information to produce your order, In The Details cannot be held liable for being unable to complete your order. It is your responsibility to check that your order details are correct before final payment and your stationery item(s) go to print. Once payment has been received and production has begun, refunds cannot be given.

The checking of proofs is the responsibility of the buyer. We require written confirmation either by signed physical sample return or e-mail stating that the proof(s) are correct and/or that the requested amendments have been made. We will not begin printing your order until you have confirmed that you are happy to proceed to final print. All confirmations will be dated and filed.

Please note, there may be a slight difference in colour between your stationery items especially when printing at different times and using different machines/processes. Any variations in colour that may occur will not result in a refund, reprint or return. We are entitled to refuse any order placed by you and will not be required to provide an explanation

Proofs

Proofs are a means of enabling you to check your chosen product design, wording and layout prior to the final prints. You, as our customer, are totally responsible for checking your personalised proof(s), which will be sent electronically, ensuring that the details and content are exactly as you want them to appear we strongly recommend that you print this pdf in order to view it to the correct size.

Notice of any amendments to your design, colours, wording or layout is required from you in writing and then the proof itself will be altered accordingly.

The quotes that we provide are based on two sets of client amendments on receipt of your email proof(s). Any additional amendments further to this will be charged £10.00 each. For this reason we strongly advise that clients thoroughly read and check the proofs in the initial receipt of the proofs, as this is a crucial part of the process.

In The Details will endeavour to ensure a high level of quality and accuracy in our proofs based using the information supplied by you, however the responsibility of the all text, colours, guest names and appearance of final products will lie with you once you have approved the final email proof(s). If mistakes are discovered after final printers proof approval, we will charge for any reprinting.

Goods

All designs and Web site content are copyright of In The Details.

As a client of In The Details you are responsible for gaining permission to use any photographs, hymns, poems or songs that you would like to feature on any of your stationery items. Any photographs, hymns, poems or songs, etc., supplied by you to In The Details, for reproduction and sale, will be accepted as full permission to do so. Therefore, you will be responsible for any illegal reproduction undertaken due to incorrect licensing or breach of copyright laws.

Rights

In The Details (the seller) owns the rights to any bespoke design commissioned by the client, and has the right to reproduce and add it to our standard range at any time. In The Details also reserves the right to use photographic images of your bespoke stationery design on the website, Facebook, Twitter, blog and in any form of advertising and marketing material including magazine features. This may include names and wedding details.

Prices

Prices for our bespoke service will be quoted on an individual basis depending on your requirements as the buyer.

Once you have received a quote from us this quote is fixed and final and valid for 30 days.

Once you have received an invoice it must be paid in full within 7 days of the invoice date. If production has already started then there will be no refund.

Payment terms

Payment is required in two stages. Before we begin any work a deposit is required.

Once we have received your deposit we are able to begin the design process and can email proofs for your approval.

The second stage of payment (the remaining balance) will be invoiced once the final design has been approved, prior to the agreed estimated date that you require the items. We are unable to start the production process or dispatch any part of your stationery order for delivery until full payment is received and you have approved your proofs.

Payments for all services or items can be made by the following methods: Bank Transfer (BACS), Online Banking and Paypal

All items and services remain the property of In The Details until they are paid for in full. All Design and intellectual property will always remain the property of In The Details.

If there is a need to cancel your order, please contact In The Details right away. If we have not received your final approval and your project has not gone into production, you are responsible for your deposit and any materials (paper, ribbon, etc.) that have been purchased. If your project has gone into the production process you are responsible for the entire amount as stated in your contract. Because of the personalisation of bespoke stationery, orders are non-refundable, without exception. Every effort is made to assure your satisfaction. If there is an error In The Details part, we will do our best to correct the problem.

Delivery

A lot of care is taken when packaging your stationery for delivery. Orders will be dispatched to you via Royal Mail Recorded (signed for) delivery service or alternative courier service, which will require a signature to provide us with proof of receipt. Please provide us with an address where the parcel can be signed for.

Postage and packing will be charged based on weight, and will be invoiced once your items have been created and weighed, for accuracy. You may be offered the option to collect your items in person, but it is our discretion

In The Details strives to meet all delivery deadlines. However, all agreed delivery dates are approximate and In The Details cannot be held responsible or accountable as a result of failure to deliver on any set date or dates.

In The Details accepts no liability for goods lost in transit. As you are invoiced for postage and packaging (delivery), as soon as we have dispatched your order/goods, complete responsibility is handed over to you. We will let you know the tracking number once the parcel has been dispatched. In The Details is not liable for any consequential loss.

General

We reserve the right to use photographs and physical copies of your personalised stationery items for our website, blog, newsletter and wedding show exhibitions at any time after the event has taken place.

Privacy Policy

We promise to respect your privacy. Please be assured that we will never pass on your details to third party organisations and that your personal details are held securely and in strict confidence.