



TERMS & CONDITIONS – MARCH 2012

Please ensure that you read these terms and conditions thoroughly. Upon booking GOLDEN APPLE DESIGNS for your wedding stationery you confirm that you have read and agree to these terms.

PAYMENT

- The full balance is required for your wedding stationery order before design work can commence.
- You may add on extra items at a later date if required.
- All payments made are non refundable.
- I accept payments via cheque, bank transfer, cash and Paypal.
- Paypal payments will be subject to a 10% fee to cover paypal fees.

CANCELLATION

- If you cancel/reduce your order any monies paid are non refundable.
- If you change your design idea multiple times I reserve the right to charge an additional design fee.

DESIGN APPROVAL / PROOFREADING

- It is the responsibility of the client to proof the items and once approved I cannot be held responsible for any typos or spelling mistakes that are spotted afterwards.
- Once print work has begun no amendments can be made so please ensure that all items are thoroughly checked.

BESPOKE DESIGNS

- Bespoke designs can be commissioned for a £75 design fee.
- This covers **one** bespoke design.
- Design fees are non refundable.
- There is no set time scale for bespoke designs to be created - this varies depending on how long it takes to create your design and how many amendments are required throughout the design process.
- Ensure that you leave **plenty of time** if you would like a bespoke design creating.
- Bespoke orders are entitled to one free of charge consultation. Additional consultations will be charged at £15ph.

TIMING

- From the date of design completion orders can take 2-6 weeks to print/make depending on the size and complexity of your design.
- I will do my best to inform you of the most accurate time scale for your order.
- Please be aware that when booking Golden Apple Designs to create your wedding stationery you are booking an **individual freelance designer**, so any timings given are an estimation only.
- I try my best to stick to my schedule to the best of my ability however due to unforeseen circumstances, illness or other events out of my control these timings may on occasion overrun.
- Studio hours are from 10am - 6pm, Tuesday to Friday.



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OTHER

- All items are handmade, so please be aware that there may be slight variations in each item.
- Please be aware that colours may vary slightly in real life than displayed on your computer screen - I recommend purchasing samples before the final item to ensure that you are completely happy with the colours.
- Please be aware that the prices for items may vary to those on the site if you require extra embellishments adding to your designs, for example, extra diamantes or extra ribbons.
- The images on my site are for representation only - whilst I will take every care to reproduce these designs to the best of my ability I may occasionally have to vary designs slightly due to discontinued materials or other problems that may arise that are out of my control. I will always inform you on these occasions, and will do my best to provide a suitable alternative.

COPYRIGHT

- All design work is copyright of Golden Apple Designs and legal action will be taken against anyone who reproduces these designs.

POSTAGE / DELIVERY

- Delivery is charged according to the size of your order and will be added to your invoice.
- All items will be delivered by Royal Mail First Class recorded (signed for) delivery.
- You will be sent your Royal Mail track and trace number once your parcel has been despatched.
- I cannot be responsible for any delays caused by Royal Mail.
- If you would like an alternative delivery method arranging such as guaranteed next day please do not hesitate to ask.
- Whilst I will take care to pack your order I cannot be held liable for any loss or damage that may occur in transit.
- Alternatively you can come and collect your items or if you're close by I am more than happy to drop them off!

THE BRIDEZILLA CLAUSE...

- I understand that planning a wedding is a difficult and stressful task however if clients are abusive or unreasonable I reserve the right to cancel the order and in the event of this happening any monies paid will not be refunded. I hope to never have to use this clause (I haven't yet!) as I love all of my brides and grooms and I'm here to help! ☺

If you have any questions please do not hesitate to email leah@goldenappledesigns.co.uk