

Terms & Conditions

July 2009

General:

The client is referred to throughout as 'the client', 'you', 'your'. Dragonfly Couture Stationery is referred to throughout as 'Dragonfly', 'our', 'us'.

Copyright

All designs are Copyright Dragonfly Couture Stationery or are licensed by Dragonfly Couture Stationery. All rights are reserved. Designs are not to be reproduced or transmitted in any form, by any means without our prior written permission. This includes artwork and designs created for you by Dragonfly. The client is responsible for ensuring that any material you ask to include in your stationery does not breach any third party copyright, and you indemnify Dragonfly against any action brought against me in the event of any such breach. Such material includes hymns / poetry / photographs / fonts and other images etc... We take violations of our copyright and / or licenses very seriously and will take action if it is found that our copyright / licenses have been breached. We reserve the right to use any stationery we create for you to promote our products and services.

Deposit & Payment

Where clients require bespoke wedding stationery or party invitations a non-refundable booking fee of £50 is payable – this fee secures the date for you and covers the cost of producing samples to your specification. It is non-refundable. If the order for which the date has been booked is cancelled, the booking fee will be forfeited.

For all wedding and social stationery orders a 50% non-refundable deposit is required when placing your order, excepting orders of less than £100 when the full balance is payable when ordering. Both these items will be covered by a contract which will include these terms and conditions and which must be signed by the client. This contract will be deemed to be acceptance of these terms and conditions.

The outstanding 50% balance is payable on dispatch of order. You will receive an invoice which will include the outstanding balance and any postage and packaging charges.

For all other orders e.g. greetings cards or Christmas cards full payment is required when placing your order, unless agreed otherwise in advance. This will be detailed on your order form/contract.

Dragonfly is not VAT registered. Any changes to Dragonfly's prices will be advertised on the website dragonflycouturestationery.com, where this is relevant.

Data protection

Dragonfly will not disclose any information you provide to any third party unless specifically agreed in advance by you. This includes testimonials that use your surname, for any other purpose than Dragonfly's own marketing.

Order process

Sample Stage: When the client has requested bespoke designs Dragonfly will produce up to three samples that meet the client's perceived requirements. Dragonfly will work with you to produce up to a maximum of five samples and there will be no charge other than the booking fee until the final design is agreed upon. If you require additional samples Dragonfly reserves the right to charge an additional fee of £10 per sample. Once the final order is agreed the order will be confirmed on a contract that will include these terms and conditions. Where the client has requested colour matching of an existing design Dragonfly reserves the right to charge an additional fee to cover sourcing of new materials and production of colour-matched samples. The colour-matching fee will start at £15 (ribbon) and £25 (paper & board) and may increase depending on the type of board, paper, ribbon, ink or other material the client has requested. Please ensure you discuss any special colour or texture requirements with Dragonfly at this stage.

Wordling: Text for invitations should be typed clearly in a Microsoft Word document or email and emailed to Dragonfly. Please type in upper and lower case as required, regardless of your chosen typeface. Guest lists should be provided as a list in either a Word document or Excel spreadsheet. **Please do not merge cells.** Text not provided in the format referred to above will incur an administrative fee and will delay your order. Dragonfly is not responsible for typing, spelling or other errors in the text you have supplied.

Proof Stage: Proofs will be submitted to you before stationery goes into production. It is your responsibility to check the accuracy of these proofs before confirming your acceptance. Any proofs submitted to you must be signed, dated and returned to Dragonfly before stationery can be produced. On receipt of signed proofs you will be invoiced for the outstanding balance either by e-mail or post. When payment has been received your stationery will be produced. Any changes to the design after this stage may incur additional costs.

We will provide you with up to 3 sets of proofs (2 rounds of changes) for your approval before printing. Additional changes/proofs are charged at £15 each. Proofs will be emailed to you as a black and white pdf file. At our discretion we may be able to provide you with colour proofs. However these will not be an exact match to your finished stationery due to the different printing methods involved. You must print this file, check it and ensure that you print your proof at the correct size. You should list any changes, in order, clearly, in a Microsoft Word document or email and email them to us (please refer to the proof we should make changes to by its file name). When you are satisfied with your proof(s) you should email us your approval, listing the file names of the proof(s) you approve, in order for printing to commence. Once your emailed approval to print has been received we will send your order to print. If you make any changes to your proofs after your approval to print has been received you will be charged for these on the basis of time spent plus any costs incurred by Dragonfly. Dragonfly cannot be responsible for any errors in your stationery not spotted by you at the proofing stage.

Materials

Where stationery is handmade, there may be slight variations in each item. All materials are subject to availability; however any changes to the proposed materials will be discussed with you before your invitations are produced. Furthermore, Dragonfly cannot guarantee continuity of colour/materials especially if separate orders are placed for the same stationery design. If the product specifications from our suppliers change Dragonfly will endeavour to offer an alternative of the same or better quality at the same price as your initial order.

Delivery

All stationery and invitation orders placed with Dragonfly are done so on the understanding that delivery dates are approximate and are subject to availability. We endeavour to deliver your order 4 to 6 weeks from receipt of signed proofs. Therefore for wedding stationery orders we recommend that you place your order with us at least 12 weeks before the date you require the items. If items are required more quickly dragonfly reserves the right to charge an additional express order fee. You will be advised accordingly by your stationery consultant.

If we fail to deliver your order within the required timescale or agreed date, for reasons within the control of Dragonfly, Dragonfly is deemed liable to you and our liability shall be limited to the value of the stationery order. If we fail to deliver your order within the agreed timescale or agreed date, for reasons beyond the reasonable control of Dragonfly, Dragonfly shall not be deemed liable to you.

Delivery will be made through Royal Mail Special delivery; however Dragonfly reserves the right to use alternative carriers. Whilst every effort is made to package your stationery securely and safely Dragonfly cannot be held liable for loss or damage whilst in transit. For this reason all orders dispatched in this way shall be covered by postal insurance.

Liability

Some of Dragonfly's cards are not suitable for children. We therefore state in all instances that these invitations and card designs are not toys and should not be handled by children.

Dragonfly will take all reasonable precautions to keep the details of your order and any payment received secure. Unless we are negligent, Dragonfly cannot be held liable for any losses caused as a result of unauthorised access to information provided by you.

Dragonfly shreds all confidential waste using an office shredder.

Returns alterations and cancellations

Any orders cancelled prior to receipt of signed proofs will not incur any additional costs other than the 50% deposit already paid. Any orders cancelled after receipt of signed proofs may incur additional charges up to the full value of the stationery order.