

# Bubbly Creations

## Terms and Conditions

### Entering our terms and conditions

All orders that you place with Bubbly Creations will be subject to acceptance in accordance with these terms and conditions

### Copyright

It is not permitted to publish or copy any part of [www.bubblycreations.co.uk](http://www.bubblycreations.co.uk). This includes text, images, designs and products without the consent of Bubbly Creations. Legal action will be taken in such cases.

We reserve the right to brand all of our stationery where possible with our company name or url.

You are responsible for ensuring that you have permission to use any material (e.g. poems) you ask us to include in your wedding stationery and in particular you indemnify Bubbly Creations against any action brought against it for breach of a third party's copyright.

Copyright exists in creative works such as hymns for 70 years after the death of the writer. During that period, it is illegal to reproduce the works in any form without the permission of the copyright holder (or their appointed agent). Therefore, should you wish to reproduce the text of a hymn in your Order of Service, you will need the permission of the copyright holder. You will find details of the copyright holder at the bottom of each hymn's page, although many of the hymns are out of copyright due to their age.

### Prices

Our prices are subject to change without prior notice. Any price increase will not affect any confirmed orders.

### Variations within the order

The majority of products we use on our wedding stationery are handmade so a slight variation in colour and materials may occur and may differ slightly from the photographs on our website.

Our wedding stationery is handmade and therefore may differ slightly from card to card. This is not deemed as faulty.

If product specifications from our suppliers change we will endeavour to offer you an alternative of the same or better quality at the same price as your initial order.

If the client orders Wedding Stationery in stages then we cannot guarantee continuity of design

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### Proofs

Proofs of inserts for wedding stationery will be sent to the customer before proceeding with the order. It is the customer's responsibility to check their proof carefully. We accept no responsibility for incorrect personalised stationery if signed proofs were not properly checked and incorrect personalisation details were provided to us or if the client requests not to amend/view any proofs. The first set of proofs will be sent as a hard copy to the customer. If any further changes are needed then all proofs will be sent electronically.

We will not proceed with the order until the customer confirms that the proof is correct by sending us a signed proof form in the post.

Proofs will only be processed once the deposit payment has cleared.

As soon as we receive the stationery order and deposit a production date and approximate shipment date will be given. If proofs have not been approved by the customer in time for the start of production then we reserve the right to cancel your order and retain the 50% deposit.

Once the proof has been confirmed as correct, any amendments will incur a charge.

### Payment

A non-refundable deposit of 50% of the total amount is required on placing an order

The balance of the payment is required before the first/only shipment of your order.

Delay in payment at any stage will result in a delay of your order

We can receive payment by cheque (made payable to Bubbly Creations) or on line via PayPal (an invoice will be sent by email). If paying by e-cheque your goods will not be sent until the e-cheque clears which is 10 working days.

### Ordering

Once an order has been placed we will advise you of a production date for each part of your order advising you when we need the additional information. These dates must be strictly adhered to as we must respect the dates scheduled for our other customers. Failure to meet these deadlines may result in your order being pushed back several weeks or if it is too close to your wedding the order will be cancelled and we will retain the full balance paid minus the postage for the items not shipped. If we need to cancel an order due to the relevant information not being received and we are unable to fill the space in our diary then we will retain the full balance minus the postage for items not shipped. If work has commenced then we have the right to collect the final payment to cover the costs already incurred.

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### Delivery

All wedding stationery orders will be sent via Royal Mail recorded delivery or via a courier. A signature will be required to confirm receipt of delivery.

Bubbly Creations accepts no responsibility for goods lost in transit.

Delivery dates are given as estimates. We cannot, under any circumstances, be held liable for any losses arising due to failure to meet such delivery dates. If you have not received your order, you must notify us as soon as possible.

We cannot be held responsible for delivery delays caused by any other third party. If for any reason your order is delayed we will always inform you immediately.

### Amendments to Order

If the customer requires amendments after confirming that the proof is correct and printing of personalised details has already started, then this will incur a charge to incorporate materials and labour invested.

If delivery has already taken place and an amendment is needed to the order, Bubbly Creations must receive the original, incorrect stationery before the amendments are made. Postage will be reimbursed if the error is that of Bubbly Creations.

Once an order has been placed and the 50% deposit received by Bubbly Creations we will order all the stock needed to complete the stationery. Each order is specific to each customer. Therefore, once the final balance has been paid the final numbers relating to the additional stationery items i.e. Order of Service, Place Cards etc can only be reduced by 15% before charges apply to cover stock ordered and diary space not being used. We charge 50% of the cost for each item over the 15% reduction.

### Cancellation of Order

In the event of any cancellation of Wedding Stationery, Bubbly Creations has the right to retain the 50% deposit. If we are due to complete your order within six weeks of the cancellation date then the full balance must be paid in full.

If the order is cancelled prior to receipt of signed proofs there will be no additional costs other than the 50% deposit already paid.

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### Returns

In the unlikely event of a complaint, the customer must notify us in writing within 7 days of receiving their order. No claims will be entertained after this period. Exchanges can only be given where merchandise is found to be faulty or the specifications of the order haven't been met. Alternations will only be made once we are in receipt of the faulty goods.

If delivery has already taken place and an error/fault is discovered, Bubbly Creations must receive the original, incorrect/faulty stationery before the amendments are made. Postage will be reimbursed if the error is that of Bubbly Creations.

### Privacy Policy

No personal information is collected or held by Bubbly Creations for any other purpose than the processing of stationery requests, the payment of orders or the answering of queries.

### Health and Safety

Please be aware that due to the small parts on our cards they are not suitable for young children

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Signed: .....

Date: