

## Terms & Conditions

All orders that you place on this website 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.cityweddingslevents.com](http://www.cityweddingslevents.com). This includes text, images, designs and products without the express written consent of City Wedding & Kano Design. Legal action will be pursued in such cases.

You are responsible for ensuring that you have permission to use any material (e.g. poems, songs or hymns) you ask us to include in your wedding stationery and in particular you indemnify City Weddings 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

## **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.

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.

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

## **Payment**

Payment of the full amount is required on placing an order

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

We receive payment by cheque (made payable to City Weddings) or on line via World Pay (an invoice will be sent by email)

## **Ordering**

Orders take approximately 4 weeks from receipt of signed proof.

## **Delivery**

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

City Weddings 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 card 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 the error is ours, there will be no charge.

If delivery has already taken place and an amendment is needed to the order, City Weddings will ask that the original, incorrect stationery be returned to us before the amendments are made. Postage will be reimbursed if the error is that of City Weddings.

### **Cancellation & Refunds**

In the event of any cancellation of Wedding Stationery, City Weddings has the right to retain either full or partial funds paid to cover costs already incurred.

Refunds may be payable depending upon circumstance at the discretion of City Weddings.

### **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. Refunds or exchanges can only be given where merchandise is found to be faulty or the specifications of the order haven't been met.

### **Privacy Policy**

No personal information is collected or held by City Weddings 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.