

Our agreement

Thank you for showing an interest in my wedding stationery.

Firstly, sit back, relax and take a good look at all the products on the website. Think about yourselves, your personality, what YOU want for YOUR wedding.



Take a good look at everything, noting that as all stationery is individually handmade, it may differ slightly.

All ok? If so, we'll get down to business!



Have you got a budget for stationery? This is a very expensive time so it would be wise to stick to a budget.



Do you need any questions answering? Please contact me if you do.



Deliveries are to the UK mainland only.



Please use single contacts (1 email address, 1 phone number) between ourselves.



If you would like to continue, read and agree to T&C's of ordering, download and complete the appropriate order form, making all details clear and return as an attachment to julie@exquisite-organza.co.uk

Julie Bryan. Exquisite Organza.



Introduction

These are the terms and conditions on which we supply our products.

When you place an order with us and we accept your order, these terms and conditions become binding.

Please read them carefully and ask us any questions in advance of placing an order.

Please note that we only deal with consumers (individuals buying products from us for personal use, and not for use in connection with a trade, business, craft or profession). If you are not a consumer, please contact us separately and we would be happy to discuss your request. julie@exquisite-organza.co.uk

Information about Exquisite Organza

Exquisite Organza is operated by Julie Bryan, a sole trader based in the UK. You can contact Julie through the website or by email: julie@exquisite-organza.co.uk Further contact details will be provided on our order form.

How we contact you

We will contact you by telephone or by email or post using the contact details provided on your order form.

Our contract with you

- Prior to accepting your order, you will be required to read and agree to our terms and conditions. If you fail to do so, then these terms will nevertheless be incorporated into our contract.
- Our acceptance of your order will take place when you have paid in full the first invoiced amount at which point a contract will come into existence between you and us which will incorporate these terms and conditions.
- We will assign you with an order number and let you know what this is. It would be helpful if you would quote this number whenever you contact us about your order.
- We do not accept orders from outside of the UK, and we only deliver to the UK mainland.

Our Products

All invitation suites produced by Exquisite Organza are bespoke. The images of our products on our website are of stationery produced by Exquisite Organza, but there may be slight variations between those images and others produced for you. We also cannot guarantee that your device will show the colours accurately and accordingly would encourage you to order a generic sample from us and locally source the Berisfords satin ribbon to make sure it is the colour you require. I will purchase the ribbon. If you require organza ribbon the colours available are always gold or silver grey.

Ordering and Production Process

We're pleased that you are considering ordering your wedding stationery and/or wedding poetry from Exquisite Organza, and want to make the process as simple as possible for you. We have set out below the stages. Please note that we do not commence work on any stage prior to receiving payment in full, and it is your responsibility to ensure all information that you provide (including measurements and grammatical requirements) are accurate.

Wedding Stationery

Below is a simple time-line.

Stationery ordering Stages	Action	% ££
Number 1	Get in touch to check production availability	
Number 2	Order generic sample* – if required	£2 each including postage
Number 3	Download order form and T&C's	
Number 4	Agree T&C's and return completed order form	
Number 5	Receive invoice and details of order and pay amount required	25% Payment of full amount – Our agreement now becomes binding
Number 6	Receive e-proof/s and accept design	
Number 7	Receive and pay 2 nd invoice	Further 25% payment of full amount
Number 8	Receive physical proof- <u>invitations only</u> and accept design	
Number 9	Receive and pay final invoice	Final payment of balance of your account
Number 10	Production begins	
Number 11	Receive e-images of complementing stationery- I will initially make just 1 of each for you to approve.	
Number 12	Items delivered	

*Samples are generic and will not contain your choice of wording, font etc. They will have a neutral ribbon when applicable.

Wedding Poetry

Wedding poetry ordering stages	Action	%££
Number 1	Get in touch to check production availability	
Number 2	Download order form, invoice and T&C's	
Number 3	Return order form, signed T&C's and pay in full. Contract is now binding.	100% of cost to pay
Number 4	Receive 1 st draught and agree on changes	
Number 5	Agree on final draught	
Number 6	Receive Poem	

Prices

- The price payable for the products we are delivering for you will be shown on the order form. The prices can also be downloaded from our website.
- No VAT
- You must pay for all products we sell in advance of us commencing work on them. This reflects that all of our products are bespoke to you.
- Payment is accepted by **Bank transfer only** – details on the invoice.

- Exquisite Organza reserves the right to alter its prices. However, all orders placed with first payment received, will have prices honoured.

Refunds and your rights as a consumer

- As you are a consumer, we are under a legal duty to supply products that are in conformity with our contract.
- We do not offer refunds or exchanges on products supplied by us unless they are faulty or unless you are otherwise entitled to a refund or exchange under your statutory rights as a consumer.
- All of our products are bespoke, made to your specifications and are personalised. Accordingly, once you have made payment for a product (or a stage of a product) you will not have any right to cancel our contract under the Consumer Contract Regulations or otherwise.

Limitation of Liability

- We will not be liable to you for any delay in providing the products to you, if and to the extent that the delay is caused by you not making payment for the products, and/or not promptly providing us with the information required to complete your order.
- Our maximum liability to you will be limited to the money paid by you to us for the relevant order.
- We will not have any liability to you if and to the extent that you use any products provided by us for any purpose other than as a consumer.
- No part of these terms and conditions is to be interpreted as limiting in any way our liability to you where it would be unlawful to do so.

Other Terms

- You need our consent to transfer your rights or your obligations under our contract to anyone else.
- Our contract is between you and us. No third party may rely on or enforce it.
- If we delay in taking any steps to enforce our contract, that delay does not constitute a waiver of our right to enforce it in the future.
- The laws of England and Wales apply to our contract, and the courts of England and Wales have exclusive jurisdiction over any disputes (including non-contractual disputes).

The Ordering Process in more detail. This may be useful for you to be aware of the stage we are at.

• Once the order is received I will forward an invoice for you to consider. You will now need to pay 25% of the total order to secure your production bookings in my diary. The payment will be NON- REFUNDABLE.

• Once any payment is sent there are no refunds of said amount

• Upon payment, I will email you a copy of your order and receipt of amount paid. I will also agree deadline dates with you for all items ordered. Deadlines require final numbers, name lists, menus etc. to be finalised giving you time from the order to deadline to assess these.

• Exquisite Organza does not normally accept alterations after deadline dates. If this does occur, it will be at a cost to yourselves. I realise sometimes changes cannot be avoided after this and will work with you if so, but please be aware, low numbers of any components I re-order may cost more.

• The final invoice will be amended accordingly to include any changes in numbers at deadlines.

- Work will start on the e-proof of your chosen invitation wording and fonts in order to show you how this will look. I will then send an email copy for you to check and advise me of any changes needed at this stage.
- If necessary to amend, I will then send a further and final e-proof of the invitation wording. Please ensure everything is to your exact requirements.
- If you are ordering stationery without invitations the above will also apply – wording and fonts only
- There is a limit to this part of the work. I will inform you if this has potential to overrun and any more work, changes etc. will be at a cost to you.
- Once everything is ok I will send an invoice for a further 25% of the total amount. When received, I will begin work on a physical proof of the invitation only and send this to you. This proof will include all embellishment as in the design and you then have the opportunity to inform me if you require any taking off.
- Embellishments are included in the price but not necessary if you wish to have a more modest invitation, however the cost remains the same.
- No other physical proofs are sent of any other stationery ordered. This stationery is appropriately embellished to complement the main invitation and the same fonts are used.
- When you are happy, the final amount due will be invoiced to you before any printing begins. No cancellations will be accepted after this is paid.
- Production will start on receipt of final payment. Usually this is when you will need your 'save the date's making, so you can send them in plenty of time. I advise up to 1 year before or as soon as possible. Other stationery will be made later so you may add to numbers if you wish up to the deadline I set with you for each item. - The final invoice will reflect this.
- Before I run the final print of each complementing item of stationery, I will make one item of each and send you an image to view, therefore enabling you to see the finished product.
- It is your responsibility to keep the products safe and away from vulnerable people and animals.
- Signed for Postage will be added to delivery unless collected.
- As the stationery is handmade, I will endeavour to keep items as similar as possible but there may be slight differences.
- Any poetry orders need to be paid for separately and in full at time of their order.

♡Thank you for your time in reading this important information♡

Exquisite Organza.

Please keep for future reference.