

Auntie Betty Ltd
STANDARD TERMS & CONDITIONS

1 Company Details

- 1.1) Invite Auntie Betty Ltd is a Registered Company (Companies House Number 4555076).
- 1.2) Address: Invite Auntie Betty Ltd, 65 Cardinal Ave, Borehamwood, Herts, WD6 1EN
- 1.3) Telephone: Non-UK residents: +44 20 8386 3130 UK residents only: 020 8386 3130
- 1.4) Before placing an order, if you have any queries, please contact us on 020 8386 3130 or please email knitting@inviteauntiebetty.com

2 Updated Terms & Conditions

- 2.1) These terms and conditions are updated from time to time, in such case our customers will be notified.

3 Copyright

- 3.1) Until full payment has been received, all designs are the copyright and property of Invite Auntie Betty Ltd. Neither you, nor a third party, may copy any part of the design or reproduce it in any way. It is your responsibility to obtain permission for any copyright material that is to feature in your order.

4 Deposit Required & Payment

- 4.1) We require a non-refundable deposit of 25% of the total Design Fee at the time you place your order with Invite Auntie Betty Ltd. We cannot book production time or begin any work discussed until we have received this deposit.
Balance of the Design Fee is due 10 days after final approval, unless otherwise agreed in writing by Invite Auntie Betty Ltd.
- 4.2) Additional services such as printing and websites will be charged separately. Payment is required within 30 days as of receipt of goods, unless stated otherwise by Invite Auntie Betty Ltd.
Please make all cheques payable to Invite Auntie Betty Ltd.

5 Cancellations

- 5.1) Should an order be cancelled for any reason, Invite Auntie Betty Ltd must be paid in full for any work that is either in progress or completed.

6 Amendments

- 6.1) Further amendments requested will cost £75.00 per hour, the minimum charge for any amendment being £50.00.
- 6.2) Extra costs for completing the changes will be relayed and will require written approval before continuing.
- 6.3) Invite Auntie Betty Ltd will attempt to complete all amendments together. In this instance, an estimate for completing the changes will be relayed in writing and will require written approval before continuing.

7 Responsibility for Proofreading

- 7.1) You are responsible for checking the content in the electronic proofs supplied before production. When relevant, it is recommended to print these PDF's in order to view them at the correct size. Production will not begin until written sign-off has been received (This can be by return email).
- 7.2) Once work has been approved you accept responsibility for any errors. If mistakes are discovered after the final proof approval, Invite Auntie Betty Ltd will charge for any services required to complete the job. We cannot accept returns due to customer errors.

8 Digital production

- 8.1) Auntie Betty Ltd is not accountable for any technical faults or any errors in content. Costs incurred to amend the errors will be passed on to clients. These charges will need to be paid to Auntie Betty Ltd in full on receipt of the invoice.
- 8.2) Any work that Invite Auntie Betty Ltd delivers must not be used in any way that causes or is likely to cause the website or access to it to be interrupted, damaged or impaired in any way.
- 8.3) Auntie Betty Ltd is not accountable for electronic communication and/or content that is sent by third parties.
- 8.4) Any information collected by Invite Auntie Betty Ltd from websites will be kept private and only used or relayed with the written authority of the website owner.

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- 8.5) The use of any information or materials on work delivered by Invite Auntie Betty Ltd is entirely at the risk of the individual users, for which Invite Auntie Betty Ltd shall not be liable. It is not the responsibility of Invite Auntie Betty Ltd to ensure that any products, services or information available through any commissioned work meet the requirements of the individual users.
- 8.6) All trade marks reproduced in this website which are not the property of, or licensed to, the operator are acknowledged on any commissioned work.
- 8.7) Any work that includes weblinks in the content does not signify that Invite Auntie Betty Ltd endorses the website(s). Invite Auntie Betty Ltd have no responsibility for the content of the linked website(s).
- 8.8) Any work that Auntie Betty Ltd delivers must not be used for any of the following:
Fraudulent purposes in connection with a criminal offence or otherwise unlawful activity.
To send, use or re-use any material that is illegal, offensive, abusive, indecent, defamatory, obscene or menacing; or in breach of copyright, trademark, confidence, privacy or any other right; or is otherwise injurious to third parties; or objectionable.
- 9 Colours**
- 9.1) Please be aware that colours will appear differently on screen compared to the printed version, due to monitors not being calibrated to printing colours. If unsure always request a Pantone swatch to approve.
- 9.2) On digital work, please be aware that colours may vary from one monitor to another.
- 10 Samples**
- 10.1) Please note that samples seen may not exactly match the finished product due to variations in the print production process. Press set-up, plates, ink and paper can all result in small variations. Minor differences in texture, colour, size and positioning can sometimes occur and do not constitute a fault or a refund.
- 11 Damage / Delivery**
- 11.1) Invite Auntie Betty Ltd will use responsible couriers for delivery of all goods. Any damaged goods must be reported immediately. Invite Auntie Betty Ltd takes no responsibility for any subsequent delivery to third parties.
- 12 Refunds & Exchanges**
- 12.1) Invite Auntie Betty Ltd prints all stationery to order for each customer and holds no stock items. As a standard policy we only make refunds and exchanges if goods are faulty. Any faults or defects must be relayed in writing within three days of receiving your order and your complete stationery order returned to us, in its entirety, packed securely so as to avoid any damage likely to be incurred during transit.
- 12.2) If your order is deemed to be faulty on the part of Invite Auntie Betty Ltd, we will correct or replace your order with the same, or, if it is not possible to re-supply your order with the same, Invite Auntie Betty Ltd will offer an alternative or similar replacement.
- 12.3) Invite Auntie Betty Ltd will offer you a refund for the amount paid for the faulty part of your order if we are unable to correct or replace these elements. Invite Auntie Betty Ltd will only offer a full refund if the order is faulty in its entirety.
- 13 Promotions**
- 13.1) We reserve the right to use any product or stationery Invite Auntie Betty Ltd creates to promote our own services.
- 14 Agreement**
- 14.1) By placing an order with Invite Auntie Betty Ltd you are agreeing to these terms and conditions.
- 15 Entire Agreement**
- 15.1) This document constitutes the entire agreement between the parties and supersedes all prior understandings.
- 16 Governing Law**
- 16.1) This agreement is governed by English law and falls within the exclusive jurisdiction of the courts of England & Wales.