



Booking Terms and Conditions

Agreement between:

Tailor made Moments Luxury Wedding Stationery (Tailor made Moments)

3 Spindle View

Calverton

Nottingham

NG14 6HF

07860 506552

tailormademoments@outlook.com

And

“The Clients”

Names:

Address:

Contact Telephone Number:

Contact Email:

Booking:

- A **non-refundable booking fee** of £50 is required to confirm any wedding stationery and secure space within our diary
- All deposit payments must be made within 30 days of the attached invoice being issued, non-payment of deposits will result in any order being cancelled.
- At time of deposit payment, a written confirmation, invoice and production schedule has been issued, please read all paperwork carefully, should any amendments to production dates, delivery dates or order details be required these should be notified to us within 30 days of the date of issue in writing, unfortunately any amendments after this time cannot be guaranteed.
- A sample request does not guarantee space will be available in our diary, space is only guaranteed on receipt of deposit/booking fee.

Cancellation Policy:

Should at any time the client wish to cancel their order, notice of any cancellation must be made in writing to Tailor made Moments by either email or letter, it is the clients responsibility to ensure that Tailor made Moments receive the notification of cancellation, the date of cancellation will be deemed as the date Tailor made Moments receive the written notice of cancellation and acknowledge the client's cancellation.

In the circumstance of cancellation, the clients will be liable for the following sums:

1. Within 14 days of receiving deposit/Booking Fee – No fees payable and a full refund of the booking fee will be issued – In the case that supplies have already been ordered to complete the clients order, these costs including any related postage charges will be forfeited.
2. Cancellation more than 12 months prior to the date of the clients wedding – provided no work has been undertaken including the issue of proofs – No fees will be payable – Booking Fee will be forfeited and not returned to the clients
3. Cancellation less than 12 months, but more than 9 months prior to the date of the clients wedding – 25% of the Invitation balance will be due, provided no works have been undertaken, any works undertaken will be deducted from the invoice total and 25% of the remaining balance will be due.
4. Cancellation less than 9 months, but more than 6 months prior to the date of the clients wedding – 50% of the Invitation balance will be due, provided no works have been undertaken, any works undertaken will be deducted from the invoice total and 50% of the remaining balance will be due.

- 5. Cancellation less than 6 months, but more than 3 months prior to the date of the clients wedding – 75% of the Invitation balance will be due, provided no works have been undertaken, any works undertaken will be deducted from the invoice total and 75% of the remaining balance will be due.
- 6. Cancellation less than 3 months prior to the date of the clients wedding – Full balance will be due

Copyright:

- It is not permitted to publish or copy any part of any of the designs of Tailor made Moments. This includes text, images, designs and products without the consent of Tailor made Moments. Legal action will be taken in such cases.
- It is the “customers” responsibility to gain any permission to use any written or design you ask us to include in your wedding stationery (e.g. poems, hymns and readings in an order of service) and in particular you indemnify Tailor made Moments against any action brought against it for breach of a third party's copyright.

Prices:

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

Variations:

- Due to the nature of our products used in our stationery, a slight variation in colour and materials may occur and may differ slightly from the photographs on our website. Due to the handmade nature of our stationery a slight difference may occur 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:

- Tailor made Moments take great care in producing the client’s proofs, it is the client’s responsibility to proof-read all text and copy set out in the proofs. The client must make sure the proof is exactly as required prior to acceptance, all proofs are sent in electronic format, and acceptance of proofs will be acceptable in the form of a return email from the original proof email sent. Tailor made Moments cannot be held responsible for any mistakes found following acceptance of a proof, should any mistakes be found following acceptance of a proof, an additional charge will be incurred to reproduce items. A delay in the client’s acceptance of proofs, may result in a delay in delivery of the final product

Signed On Behalf of Tailor made Moments

Signed by The Client

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Date

Date

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