

## Terms & Conditions

All orders placed with Eden Rose Design Studio will be subject to these Terms and Conditions. Eden Rose Design Studio reserves the right to cancel an order at any stage.

By placing your order with Eden Rose Design Studio and paying a deposit, you are agreeing to the following terms and conditions.

### Deposit & Payment

Upon approval of the estimate sent by Eden Rose Design Studio a non-refundable deposit of 50% will be required before any design work can begin. Once final proofs have been approved, the remaining balance will be due before sending to print. Bank details will be provided on the invoice sent. Eden Rose Design Studio cannot be held responsible for any delay to delivery as a result of late payment.

### Cancellations & Refunds

If an order is cancelled, Eden Rose Design Studio will not offer a refund once any design work has commenced. Printing will commence after final approval of the artwork has been given. If there are any issues with your order such as print quality or missing items please contact us within 5 days of receiving your order and we will immediately rectify this if required.

### Proofs & Artwork

PDF proofs will be sent via email. At this stage, it is the responsibility of the client to check layout, copy, spelling and grammar. When the PDF proofs are approved, a sample will be created and sent out to you in the post for written approval. If there are any errors or changes required to the sample after approval has been given on the PDF proof, Eden Rose Design Studio will request additional payment for further amendments that may be required. Any amendments required over and above the estimated work that is to be carried out, after acceptance of quote and design proofs will incur an additional charge. We therefore recommend that you carefully check the design and content and clearly notify Eden Rose Design Studio of any information that needs to be amended straight away.

### Artistic License

Eden Rose Design Studio has artistic license on all illustrations created and where time has been spent creating an agreed illustration, there will be no amendments made to the artwork. This relates specifically to custom venue illustrations.

### Delivery

Where we are unable to deliver your stationery by hand due to location, the utmost care will be taken when packaging your stationery for postal delivery. Postal orders will be sent by Royal Mail Special Delivery and a signature will be required. Eden Rose Design Studio is not liable for any damaged or missing items during transit and proof of postage will be obtained where possible.

### Copyright

All stationery artwork and designs remain the copyright of Eden Rose Design Studio, they may not be reproduced in any form without prior written permission from Eden Rose Design Studio. Any improper or illegal use of the stationery, artwork or designs or any other intellectual property rights will be pursued. It is the clients' responsibility to get permission to reproduce any copyrighted material, such as the words of hymns or poems, which are to be featured in the stationery. You shall indemnify Eden Rose Design Studio on written demand in respect of any third party claims that material provided by you infringes that third party's copyright.

### Marketing

Eden Rose Design Studio reserves the right to use any stationery created for you to promote our products and services. Eden Rose Design Studio reserves the right to use feedback or testimonials provided by you on multiple platforms including online advertising, print advertising and social media to promote our products and services.

These Terms and Conditions are between you and Eden Rose Design Studio.

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