

Bubbly Creations

Terms and Conditions

Entering our terms and conditions

Any order from a customer for stationery from Bubbly Creations is deemed to constitute acceptance of the following terms and conditions.

Copyright

It is not permitted to publish or copy any part of www.bubblycreations.co.uk. This includes text, images, designs and products without the consent of Bubbly Creations. Legal action will be taken in such cases.

You are responsible for ensuring that you have permission to use any material you ask us to include in your wedding stationery (i.e. poems, hymns and readings in an order of service) and in particular you indemnify Bubbly Creations 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 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

We take great care in producing your proofs, but you are responsible for the accuracy of the copy you supply and for proof-reading all text and copy we set out in the proofs. You must make sure the proof is exactly as you want it before you approve it.

We will send electronic proofs to each customer and swatches of the base card, ribbon and coloured card. If you choose to change the design of your stationery once the proofs have been received then

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there will be an additional charge of £15 for the admin and if you would like a hard copy proof these are at a cost of £5 each.

We will not begin production until we have received approval of the proofs from you, and we will not be responsible for any mistakes discovered after this time.

Please ensure you check and correct any errors in your personal information before you send it to us. This includes people's names, places, times, location, table plan details and any text used for orders of service. We will print exactly as the document sent. Please note: Proofs are not sent of Table Plans, Table Name Cards or Place Cards.

Any delay caused by you failing to respond to proofing items within our timescale could mean a delay in your order being sent or the order cancelled if there is no diary capacity to complete the order before your wedding.

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

Payment

A non-refundable deposit of 50% of the total amount is required on placing an order

The balance of the payment is required before the first/only shipment of your order.

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

We can receive payment by cheque (made payable to Bubbly Creations) or on line via PayPal (an invoice will be sent by email). If paying by e-cheque your goods will not be sent until the e-cheque clears which is 10 working days.

Ordering

Once an order has been placed we will advise you of a production date for each part of your order advising you when we need the additional information. These dates must be strictly adhered to as we must respect the dates scheduled for our other customers. Failure to meet these deadlines may result in your order being pushed back several weeks or if it is too close to your wedding the order will be cancelled and we will retain the full balance paid minus the postage for the items not shipped. If we need to cancel an order due to the relevant information not being received and we are unable to fill the space in our diary then we will retain the full balance minus the postage for items not shipped. If work has commenced then we have the right to collect the final payment to cover the costs already incurred.

Delivery

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

The risk of damage to or loss of the goods shall pass to the customer at the time of delivery, or is the customer wrongfully fails to take delivery of the goods at the time when Bubbly Creations has tendered delivery of the goods

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 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 delivery has already taken place and an amendment is needed to the order, Bubbly Creations must receive the original, incorrect stationery before the amendments are made. Postage will be reimbursed if the error is that of Bubbly Creations.

Once an order has been placed and the 50% deposit received by Bubbly Creations we will order all the stock needed to complete the stationery. Each order is specific to each customer. Therefore, once the final balance has been paid the final numbers relating to the additional stationery items i.e. Order of Service, Place Cards etc can only be reduced by 15% before charges apply to cover stock ordered and diary space not being used. We charge 50% of the cost for each item over the 15% reduction.

Cancellation of Order

In the event of any cancellation of Wedding Stationery, Bubbly Creations has the right to retain the 50% deposit. If we are due to complete your order within six weeks of the cancellation date then the full balance must be paid in full.

If the order is cancelled prior to receipt of signed proofs there will be no additional costs other than the 50% deposit already paid.

Returns

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The Customer shall upon delivery, examine the goods and shall promptly (but in any event within 7 working days of delivery) notify Bubbly Creations of any apparent damage, defect or shortage. In default of such written notification, Bubbly Creations shall be deemed conclusively to have properly performed its obligations in relation to the purchase and sale of the goods.

If an error/fault is discovered, Bubbly Creations must receive the original, incorrect/faulty stationery before the amendments are made. Postage will be reimbursed if the error is that of Bubbly Creations.

Customers are to package the incorrect goods in the same manner they were sent to them i.e. plastic bags, bubble wrap (if applicable) and boxed. Once an order has been signed for by the customer the goods are your responsibility until they are received back by Bubbly Creations. We will not replace any stationery item that has been damaged in transit on their return to us due to insufficient packaging.

Health and Safety

Please be aware that due to the small parts on our cards they are not suitable for young children
