

# Terms and Conditions

## Outline of Agreement

These terms and conditions apply to all products and services provided on our website. All orders are processed by iDesign on the understanding that you have agreed to these terms and conditions, our website's terms of usage, our privacy policy, as well as our disclaimer policy.

We reserve the right to correct any errors or omissions in any literature, estimate, price list, invoice or other documents and information issued by us without any liability on the part of iDesign.

It is your responsibility to read and understand our terms and policies. Any issues should be raised prior to placing an order.

We may update or change these conditions at any time, without notice, to you the buyer. It is important that you read them each time you place an order.

We may update or change any of our policies or information on our website, at any time, without notice to you the buyer.

Our website is intended for customers within the United Kingdom. Orders from outside the United Kingdom will not be accepted through the website. Any customers from outside the United Kingdom should contact us for prices as additional fees may apply.

## Copyright

This website and its content is copyright of iDesign - © iDesign 2011. All rights reserved.

Any redistribution or reproduction of part or all of the contents in any form is prohibited.

You may not, except with our express written permission, distribute or commercially exploit the content. Nor may you transmit it or store it in any other website or other form of electronic retrieval system.

Full copyright is retained by us on all custom design work including words, pictures, ideas, visuals and illustrations until payment has been received in full. If a choice of design concepts are presented to you, only one solution is deemed to be given by us to fulfil the contract. All other designs remain the property of iDesign. In the event of cancellation, we retain ownership of all copyrights and artwork.

If text, images or other data are supplied by you to us, the ownership of such material will remain with you or the rightful copyright owner.

iDesign retains the right to display any design work in any online or offline portfolios, and for the purpose of marketing or advertising its services.

## Estimates

Estimates are based on the provision of design concepts and the current production costs. These are subject to amendment by us at any given time. All changes required over and above the estimated work or required after the draft design will be liable to a separate charge.

Unless otherwise stated, the estimated price includes delivery of the product to one United Kingdom address which has been supplied by you. An additional charge may be applied and due by you, to cover any additional costs involved for delivery to a different address.

## Products and Ordering

It is your responsibility to supply the correct contact information and delivery address.

It is your responsibility to select the correct product that you wish to order and submit suitable artwork, text and any other files necessary for the ordered product.

Any additional costs incurred by us, due to the submitted artwork, text or other files necessary for your ordered product, not meeting the requirements stated on our website, shall be due by you the buyer before the order is dispatched.

Our website gives you the option of an electronic pdf proof via e-mail before going to print. Please be aware that the colours in an on-screen proof can vary from monitor to monitor, so if colour matching is important, please ask for a printed proof (additional fee applies). It is your responsibility to check your proof as we shall incur no liability for any errors not corrected by you in the submitted proofs. If you choose not to have a proof before going to print, we will not accept any responsibility or liability for any errors, defects or deficiencies whatsoever incurred in the final product.

## Payment

For online orders, payment is required at the time of placing your order. You may pay using PayPal or any other method which is stated on our website.

For all other orders (made via telephone, e-mail or any other method), you may pay using PayPal, credit/debit card or cheque (made payable to Isbister Brothers Ltd). A fee may apply if paying by credit card. Orders will not be processed until payment has cleared.

## Turnaround and Delivery

We will make every effort to process your order as quickly as possible after your order has been placed. We cannot guarantee how long processing will take and times stated on our website are only approximate. We will not be liable for any loss or damage suffered by you through any reasonable or unavoidable delay in turnaround.

The prices included on this website, includes delivery to one United Kingdom address.

We will make every effort to deliver ordered products as quickly as possible after the order has been processed. We cannot guarantee how long delivery will take and the times stated on our website are only approximate. Please be aware that during busy periods such as the festive season, or if weather conditions are severe, delivery may be delayed. We will not be liable for any loss or damage suffered by you through any reasonable or unavoidable delay in delivery.

We close for two weeks over the festive season as detailed on our website. Any orders placed during this time will only be dealt with when we re-open.

## Alterations, Cancellations and Refunds

If you cancel an order, a refund will only be issued if processing has not begun. Any bank or PayPal charges incurred by us for refunds shall be due by you the buyer.

If you request to alter an order after it has been sent, we reserve the right to reject the alterations if necessary. If we accept a request for alterations, we reserve the right to charge you for any additional costs and expenses incurred.

Once you have accepted the product, any damage or loss of products shall pass to you the buyer and you will not be entitled to reject products which are in accordance with our agreement.

We have the right to cancel an order at any given time if the you fail to meet our terms and conditions or policies.