

Terms & Conditions

Please carefully read the following Terms and Conditions and make sure that you understand them before placing an order with Oyster & Pearl Design. These Terms and Conditions will apply to any contract between us for the sale of goods and services to you.

Proofs and Artwork:

PDF or JPG Proofs and final artwork will be sent via email, unless specifically requested. Great care is taken to ensure all information is accurate, however it is ultimately the responsibility of the client to check layout, copy, spelling and grammar. If designs are approved with type errors and subsequently printed Now & Forever takes no responsibility, and will not be liable for any resulting cost. If replacements are required then they will be charged for in full. It is therefore of the upmost importance that you check all spelling and copy thoroughly before approving any designs.

Please note that the colour on your screen may differ from printed colour, each screen is calibrated differently and this is particularly noticeable on phones and tablets. It is therefore advisable to print off all PDF proofs and final artwork before giving your approval. This will help to ensure that the scale is correct, and that all fonts can be read at the correct size, and that you are happy with the colour. Please bear in mind that printers also vary and that your final stationery will be printed on a high quality professional digital printer therefore the colours may differ slightly.

If pantone colour targets have been specified this is just a visual guide and it is not possible to accurately match Pantone colours using a digital CMYK print process.

A bleed of 3mm is required around all artwork before it is sent to print. In very rare cases this could result in the print being slightly off centre, a maximum of 3mm at either side. Reprints will not be offered in this instance as this is a condition passed onto Now & Forever by the printer. If this occurs we will use our discretion to review each case individually, as delivering stationery to the highest possible standard is always our goal.

Design and proofing takes time and this has been factored in to the cost, we provide 3 free proof revisions for each item, thereafter proofs will be charged at €10.00 each. I recommend that you carefully check the design and content and clearly notify Now & Forever of any information that needs to be amended straight away.

Copyright:

All stationery artwork and designs remain the copyright of Now & Forever, they may not be reproduced in any form without prior written permission from Now & Forever. 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 Now & Forever on written demand in respect of any third party claims that material provided by you infringes that third party's copyright.

Now & Forever reserves the right to use any stationery created for you to promote our products and services. However, we will never share any of your contact details with third parties.

Now & Forever reserves the right to turn a bespoke design into a Classic Collection design, but only after your wedding or event has taken place.

Delivery:

The utmost care will be taken when packaging your stationery for delivery. Orders will be sent by a next day courier service GLS and a signature will be required.

Upon delivery, we highly recommend checking that the box containing the goods is not damaged before signing for it. If you receive goods which have been damaged in transit please inform the courier and Now & Forever within 24 hours. Now & Forever nor the courier will accept any liability if the claim is made outside of the 24 hours.

If your stationery is lost or damaged by the courier company, contact us immediately and we will take this up with the courier company while also doing our utmost to get the job redone and resent to you ASAP.

The cost of delivery nationwide within Ireland & NI is included in our prices. For delivery overseas, we will discuss the most suitable delivery arrangements and agree them in writing in advance of delivery. A delivery date and delivery address will be confirmed with you before your stationery is posted, therefore it is important that you provide an address where someone will be able to sign for it.

Payments

Minimum Orders:

We can cater for all quantities. If you require something that is not stated on our website please call us or email your enquiry and will get back to you as soon as possible.

It is advisable to order both day and evening invitations at the same time to avoid any additional special order fees

Price Changes

Our prices are displayed in Euros € and include Free Classic White 100gsm envelopes, delivery charges and VAT. We reserve the right to revise prices without notice, however all orders will be delivered at the price displayed to the customer at the time of ordering.

Discount Codes

Discount Codes must be entered at the point of purchase in the Discount Code box. As the Now & Forever website has an automated ordering and purchasing process, unfortunately once an order has been paid for we are unable to add the discount code retrospectively.

Payment Process

To process payments we use Paypal, a widely recognised, fast, safe and secure gateway payment system. All customer transactions are processed through their highly secure, encrypted system. If on a page that asks you for credit card details always look in the toolbar URL for the link starting with https:// which signifies that the page is secure. Occasionally we will also take bank transfers for additional payments and this will be discussed via email or telephone and you will be directed as to how to pay and what reference to add with the bank transfer transaction.

Now & Forever Wedding Stationery is owned and operated by 67 Design.

67 Design will be the name that appears as the debit name on your credit card statement
67 Design, Room 102, Phoenix House, Monahan Road, Cork City

Returns

Our main goal is to ensure all customers are happy and satisfied with our products, therefore in certain cases we will arrange returns. Please carefully read our strict guidelines below: Returns may be considered under the following conditions only:

- All requests for returns due to mistaken shipments must be approved by us within three working days from receipt of order.
- You are requested to provide us with the Authorization number of the shipping goods. Failure to approve the Authorization will result in no action.
- Merchandise must be in 'good as new' condition. You can open them, but please be careful not to damage or mark the products.
- No credit will be issued on items damaged due to shipping problems and any other situations beyond our control. The shipping company is liable for shipping negligence and you may request damages from the shipping company.
- Buyer shall be responsible for shipping costs for the return.
- Returns based on colour issues are not accepted due to colour variations on computer monitors, so you must consider a slight colour change from your actual proof prints to what you see on screen. Your printed invitations will be close to the colours shown on our printed colour card, but due to the custom nature of printing, these colours can vary over time and

may not match perfectly. While colour may not always be an exact match, keep in mind that we always make sure each and every order looks beautiful and that the colour will look beautiful! We carefully check each order prior to shipping, but if there is a problem with your order please let us know as soon as possible and we will gladly fix it for you!