

TWENTY

Wedding Stationery

Terms & Conditions 2024

1.0 Overview

This document sets out the terms and conditions that govern the sale of products and services via our website (www.twentystationery.co.uk) and/or Etsy site (<https://www.etsy.com/shop/TwentyStationery/>). By visiting our sites and/or purchasing a product from our sites, you are hereby agreeing to be legally bound by these terms and conditions. In these terms and conditions “we”, “our” “us” means Twenty Stationery, “you” and “your” means the customer and “product(s)” means any items including services available to purchase.

We reserve the right to make alterations to these terms and conditions at any time. We reserve the right to change the domain address of our website at any time. These terms and conditions do not impede on your rights as a consumer.

2.0 Products & Services

We sell a wide variety of semi customisable wedding stationery items including, but not limited to, save the dates, wedding invitations, details card, RSVPs, on the day signage, table numbers, menu cards, name places, thank you tags, wax seals and envelope liners. We also offer a bespoke wedding stationery design service, and digital (DIY) wedding stationery products. These products may have limited quantities and may be exclusively available through our sites. Occasionally, we may change the products available on our sites and we do not guarantee to supply any particular product. We reserve the right to discontinue any product at any time. Whilst we have made every effort to display product descriptions and pricing accurately, we reserve the right to change these at any time without notice.

We reserve the right to limit the sales of our products for any reason. All products are subject to return or exchange only in accordance with our Returns Policy. All products are sold for personal use only and must not be resold or used for any commercial purposes.

We will endeavour to ensure consistency in colour and finish of our printed products, however the final products colours and/or shades may not be an exact match to proofs and/or samples. Please be aware that colours shown on electrical display screens may not be 100% true to the final printed colour, owing to different screen resolutions and settings. We use a number of different printing techniques depending on the product design. Printer calibrations do vary and so may result in minor colour variations of the final printed products. Finished products may have a cutting tolerance of a few millimetres, owing to the nature of handmade processes. We cannot be held liable for defects beyond our control including, but not limited to, colour and/or shade variations, variations in cardstock, air bubbles and natural defects in wax seals and natural variations.

Up to 2 digital proofs will be provided for any products that have been personalised, up to 5 digital proofs will be provided for Bespoke orders. Physical proofs can be requested at an additional charge, which will be posted within reasonable time for review. Once proofs have been received, you will be required to carefully check the proofs including spelling and make us aware of any amends required. Once the final design has been approved, no further amendments will be possible. We cannot be held responsible for any errors found after the product has gone to print and we will not be liable for reprinting costs due to these errors. You must ensure that any images used on personalised products do not breach any copyright.

We cannot be held responsible for the final colours/shades, design, print, or finish of our digital (DIY) products.

3.0 Pricing & Payment

With the exception of bespoke services, all product prices are available on our sites. The prices stated are exclusive of VAT as we are not a VAT registered company. Prices listed are inclusive of delivery charges.

From time to time, we may make changes to the prices of our products on our sites. This will not impact any orders established prior to the price change.

For digital (DIY), standard, and semi-customised products, payment must be made at the time of ordering. An order will not be completed until paid in full.

For bespoke orders, full payment of a non-refundable, flat service fee will be required to secure a space in our bespoke design diary. Once you have signed-off on the final digital proof, we will send an invoice for the bespoke order. Full payment of this invoice will be due before the order is completed. Orders will not be completed until the full balance of an order has been settled. We reserve the right to terminate an order by email correspondence if you fail to make any payment when requested, and you still do not make payment within 14 days after a final reminder has been sent.

4.0 Ordering

It is your responsibility to ensure that your order, including any personalisation, is correct. As stated in Section 2.0, it is your responsibility to inform us of any alterations to products as soon as possible. We reserve the right to reject orders or alteration requests at any point during the order process.

For standard and semi-personalised products, email confirmation will be sent to the email address provided, once your order has been placed. On Etsy this will be via Etsy notifications. You will then be sent a personalisation form via email / Etsy messages. All the information that you provide in this personalisation form will be used to design your personalised wedding stationery, we will not be held responsible for spelling mistakes and other incorrect information provided on the personalisation form. If we have any queries on any personalisation elements of your order, we will contact you via email / Etsy message to

discuss these. Digital proofs will also be sent via email / Etsy message using the same email address provided during the order process. Once final proofs have been approved by you via email / Etsy message, your order will be completed. You will receive a final email / notification from Etsy once your order has been dispatched.

For bespoke services, once an enquiry form has been submitted, we will be in touch to confirm availability in our bespoke design diary. If we are able to accommodate the booking, a non-refundable, flat service fee will then be due to secure the space in our diary. Our bespoke service includes an online consultation, mini-mood board, approximate quotation, initial design work and iterations, and up to a maximum of 5 digital proofs sent via email.

After the service fee has been paid, we will be in touch approximately 7-8 months before your wedding date to arrange a consultation and begin design work. Once you have signed-off on the final digital proof, we will send an invoice for the bespoke order. Full payment of this invoice will be due before the order is completed. We will endeavour to dispatch your order within 3 weeks of receiving the full invoice balance. You will receive a final email once your order has been dispatched. Please allow 3-5 working days for postal delivery.

For digital (DIY) products, you will receive a downloadable PDF upon purchasing, which will arrive in your email inbox OR on your Etsy account under My Account > Purchases and Reviews. Click on the individual template links to access each of the template files via Canva. You will need to have a Canva account to access the files. If you do not already have an account, simply set-up a new FREE account following the prompts on screen.

5.0 Deliveries

The products will be delivered to the name and address you provide during the ordering or consultation process. For standard and semi-personalised orders, we will endeavour to dispatch your order within 2-3 weeks of final proofs being approved.

For bespoke services, once the final digital proof has been signed-off and the full balance has been received, we will endeavour to dispatch your order within 2-3 weeks.

Delivery methods may vary depending on the size and scope of the order. You will receive an email when your product has been dispatched, including tracking information for bespoke and/or larger orders. Please allow 3-5 working days for postal delivery. Once dispatched, we cannot take any responsibility for any delays, loss of orders or damage caused by third parties. Products must be checked for damage upon delivery. If the products are delivered faulty, damaged or not as described, you must notify us in writing via email within 5 working days of delivery.

When ordering through our Etsy store, please check the delivery notes on each listing for accurate processing and delivery times.

6.0 Cancellations & Returns

Cancellations and returns will only be accepted when submitted in writing by email. You may cancel an order within 24 hours of the order being placed. Your right to cancel an order does not apply to personalised or digital (DIY) products. Cancellations of personalised products will only be accepted at our discretion and may incur a cancellation charge.

You may return non-personalised products within 14 days of delivery, provided notice of the return has been submitted in writing via email or via Etsy. This does not include digital (DIY) products. Products must be returned in its original packaging. You are responsible for ensuring the product is returned in its original condition and for the return postage costs. You are responsible for any loss in value if an item isn't returned in its original condition. Once we receive the product and are satisfied with its condition, you will be fully reimbursed, minus original postage and packaging costs. If the item is not returned in its original condition, you will be charged for any loss in value.

If a product is delivered and is faulty, damaged or not as described you must notify us within 5 working days in writing via email or Etsy. Once notified, we will review the case and a refund or replacement may be issued, at our discretion. Refunds cannot be issued for any faults that are due to errors in the information you have provided to us, including spelling mistakes.

We reserve the right to cancel or suspend any order(s) if you act in an inappropriate manner towards any member of the team. This includes, but is not limited to, offensive or rude behaviour. Any refunds due to you in this instance will be at our discretion. Charges for any works already fulfilled may occur.

7.0 Events out of our control

Unless otherwise stated, we shall not be responsible for any delays or failures of our obligations to you resulting from any act, event or incident outside our reasonable control. We will take all reasonable steps to minimise any delays to your order arising from any event outside of our control. Our services may be deemed to be suspended for an unspecified period of time during such an event outside our control. In these instances, we will promptly notify you of any delays and, where possible, give further information about your order. Once you have been notified, you may cancel your order and we will refund you any monies paid for orders that we have been unable to fulfil.

8.0 Disclaimer of Warranties and Representations

All of our warranties and representations in relation to the supply of our products are outlined in these terms and conditions. Subject to Section 9 and to the maximum extent permitted by English law, all other warranties and representations are excluded.

We warrant that we have the right to sell the products on our sites, and that the products we sell are free from encumbrance, except as detailed in these terms and conditions. We warrant that all products you purchase will be of satisfactory quality and as described on our sites. We warrant that you shall have personal possession of any products you purchase, except as

specified in these terms and conditions. We do not warrant that your use of our services will be continuous, reliable, secure or error-free.

By using our services, you warrant that you have full capacity to agree to our terms and conditions and are legally able to enter into a binding agreement. You warrant that the information that you provide to us in relation to your order is accurate and not misleading, and that you will be able to accept delivery of the products in line with our terms and conditions.

9.0 Limitations & Liability

The limitations and exclusions of liability set out in these terms and conditions are subject to the points below, and govern all liabilities arising under the terms and conditions. Nothing in these terms and conditions will limit or exclude our liability for the following:

- Death or personal injury resulting from our negligence
- Fraud or fraudulent misrepresentation
- Liabilities that are not permitted under applicable law

Nothing in these terms and conditions will affect your statutory rights, except to the extent permitted by law. You can obtain advice about your rights from Citizens Advice, if required.

All products are sold for personal use only and must not be resold or used for any commercial purposes. We will not be liable to you in respect of any business losses including but not limited to, loss of profits or loss of contracts.

10.0 Assignment

By using our services, you agree that we may subcontract or transfer our obligations under these terms and conditions, providing that these actions do not affect the guarantees offered to you within these terms and conditions.

You may not without our prior written consent, sub-contract or transfer any of your obligations under these terms and conditions.

11.0 Severability

If any provision of these terms and conditions is determined by a court or authority to be unlawful or unenforceable, the other provisions will remain in effect and the unenforceable portion shall be deemed severed.

12.0 Third Party Rights

Any contract that is enacted as a result of these terms and conditions are for our benefit and your benefit only. According to the Contracts (Rights to Third Parties) Act 1999, no third party can benefit or enforce this contract. Either party (you or us) can exercise their rights under a contract within these terms and conditions and do not require the consent of a third party.

13.0 Entire Agreement & Law

Subject to limitations of liability as identified, these terms and conditions, along with any other policies or operating rules shared by us on our sites, shall constitute the entire agreement between you and us for all products sold by us; and shall supersede all previous agreements or communications whether written or verbal, between you and us.

The failure of us to exercise or enforce any right or provision of these terms and conditions, shall not constitute a waiver of such right or provision. These terms and conditions and any separate agreements made where a product is provided by us, shall be governed by, and interpreted in accordance with English law.

14.0 Statutory Regulations

We will not specifically file a copy of these terms and conditions for each order. If we update our terms and conditions on our sites, the version you agreed to will no longer be available to view. We therefore advise that you save a copy of your agreed terms and conditions for your records.

15.0 Changes to our Terms & Conditions

You can review the latest version of our terms and conditions at any time on our website (twentystationery.co.uk). We reserve the right to amend or replace any part of these terms and conditions at any time, by publishing a new version on our website. A revision of these terms and conditions will apply to all contracts entered into at any time after the revision has been made but will not affect contracts made before the time of the revision. It is solely your responsibility to check our website periodically for any amendments.

16.0 Contact Information

You can contact us via our website contact form or by email at twentystationery@outlook.com. If you have any comments, queries, or concerns about the products you have purchased, please contact us in writing using either of the methods above.

17.0 Sites

17.1 General Information

All products advertised on our sites are sold subject to description. We shall endeavour to ensure that all information about our products including, but not limited to, product descriptions, availability and pricing is displayed accurately; however, we cannot guarantee that the information displayed is completely accurate or represents the product absolutely. We reserve the right to make changes to any information on our sites at any time.

17.2 External Links

Our sites may contain links to other sites of interest. Once you have used these links to leave our site(s), we do not have any control over that other site. We cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by these terms and conditions. You should exercise caution and review the privacy statement applicable to the site in question.

18.0 Intellectual Property and Copyright

All content on www.twentystationery.co.uk and on our Etsy site is the property of or licensed to Twenty Stationery and is subject to copyright and other intellectual property laws.

19.0 Electronic Communications

We will contact you through email, Etsy message or by posting on our sites. By using email, Etsy message or our sites to contact us, you agree that all electronic communications between us constitute receiving those messages in writing. The information detailed in any email or in any attachment(s) is confidential and is intended only for the use of the intended recipient(s). If you are not the named addressee(s) or if you receive an email in error then any distribution, copying or use of the information within is strictly prohibited. Please notify us immediately by email at twentystationery@outlook.com and then delete the message. Please be aware that emails are not absolutely secure due to interceptions and viruses, and we cannot guarantee that they will be free from errors. We will not monitor outgoing emails. We accept no liability for the contents of emails unconnected with affairs of the company, nor can we accept responsibility for any damage arising from the use of email. Any opinions and other statements contained in a message or any attachment are solely those of the author and do not necessarily represent those of the company.

20.0 Data Collection

20.1 General Data Collection

Below are details of how we will use, store and protect any information that you share with us, when using our sites. We are committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using our sites, you can be assured that it will only be used in accordance with these terms and conditions. Please refer to Etsy's privacy policy for more information about how your data is used on the site.

20.2 What Data We Collect

We may collect the following information:

- Name
- Contact information including email address
- Demographic information such as postcode, preferences, and interests
- Other information relevant to customer surveys and/or offers

20.3 What We Use the Data For

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping
- We may use the information to improve our products and services

- We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting, using the email address which you have provided
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone or post. We may use the information to customise our sites according to your interests

20.4 Control of Your Personal Data

You may choose to restrict the collection or use of your personal information in the following ways:

- In some instances where you are asked to complete form fields, look for the optional box to indicate if you would / would not like for your information to be used for direct marketing purposes.
- If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by emailing us at: twentystationery@outlook.com.

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. You may request details of personal information which we hold about you under the Data Protection Act 1998. A small fee will be payable. If you would like a copy of the information held about you, please email us. If you believe that any of the information, we hold about you is incorrect or incomplete, please notify us via email us as soon as possible. We will promptly correct any information found to be incorrect.

20.5 Security

We are committed to ensuring that your information is held securely. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic, and managerial procedures to safeguard and secure the information we collect online.

20.6 Cookies, Web Beacons and Other Technologies

At times we collect non-identifiable information from visitors to our sites, using cookies, web beacons and other technologies. We, or a third party on our behalf, will use this information to help us provide a better customer experience. We do this in ways that preserve the source of that information's anonymity. This information is used and analysed only at an aggregate level to help us to identify and understand trends and patterns. This information is not reviewed at an individual level.

The information is collected using various technologies, including one called 'cookies'. A cookie is a piece of data that a website can send to your browser, which may then be stored on your computer as an anonymous tag that identifies your computer but not you. Some of the pages on our site use cookies. These cookies are accessible to us and any third-party vendors via web-specific technologies.

When you first visit our website, you have the option to agree or decline the use of cookies. If you choose to decline the use of cookies, we shall not use them for your visit except to record that you have not consented to their use for any other purpose. You can set your browser to notify you before you receive a cookie, giving you the chance to decide whether or not to accept it. You can also set your browser to turn off cookies. Please be aware that this may affect the performance of our sites. Some of our business partners (e.g., advertisers) use cookies on our site. We have neither access to nor control over these cookies.