

DEPOSIT AND PAYMENT: All orders include VAT at 15%. We usually do not require a deposit from you although a non refundable deposit may be required if the order is large or we are dealing with you via email or post and we have not met face to face. Payment of the deposit is taken as acceptance of these terms and conditions. The balance is payable immediately on completion of an order. Ribbitt wedding stationery accepts payments by cash, cheque, BACS and all major credit or debit cards.

CANCELLATION POLICY: Orders cancelled after you have approved your proofs and placed your order will be charged in full and the balance is payable immediately on demand.

REFUNDS & REPLACEMENTS: In the event of faulty goods you should notify us immediately and return your stationery to us in it's original packaging. Upon receipt of your stationery if it is deemed to be faulty on the part of Ribbitt wedding stationery, we will correct or replace your stationery with the same. In the event that it is not possible to correct or replace your stationery with the same Ribbitt wedding stationery reserves the right to offer an alternative or similar replacement. In the unlikely event that we are not able to correct or replace your stationery we will offer you a refund for the amount paid for the faulty part of your order. We will only offer you a full refund if your whole order is faulty. Alternatively you may choose to keep any stationery deemed faulty on the part of Ribbitt wedding stationery and we will discount it by 10%. Ribbitt Wedding Stationery print to order, minor variations in colour, texture, size and positioning can occur and do not constitute a fault. Ribbitt Wedding Stationery cannot be liable for the cost of any additions to your stationery, such as calligraphy, that you have paid to have on faulty stationery. All refunds will be given via the original method of payment.

QUOTES: All quotes are valid for 2 years and are subject to sight of final text/maps/illustration requirements.

PROOFS: We will provide you with as many proofs as needed for your approval before going to print. Proofs will be exact as you would receive if you where to place an order. You must check it and you should list any changes, clearly. When you are satisfied with your proof(s) you should return them with your order details and production can commence. Ribbitt Wedding Stationery cannot be responsible for any errors in your stationery not spotted by you at the proofing stage, however we will always endeavour to correct them where possible.

DEADLINES: We will endeavour to provide you with proofs of your stationery 14 working days from any enquiry made. If your order contains a bespoke illustration, design or map we will endeavour to provide you with proofs of your stationery 21 working days from your enquiry. Printing and production can take up to 1 month depending on your chosen design, however exceptions can be made if the stationery is required in a hurry. All times are approximate and subject to change.

DELIVERY: We can deliver your order to you via an overnight courier or postal service. You will be advised of the cost of delivery when your products are ready to be forwarded to you. Delivery costs will be added to your final bill. Deliveries will need to be signed for upon receipt. Alternatively you may collect your stationery from us at a prearranged date/time.

MARKETING: We reserve the right to use any stationery we create for you to promote our products and services.