# Terms + Conditions

**All orders placed with Kate Creates will be subject to the Terms + Conditions listed below.**
**Please ensure that you have read these terms and are happy with them before paying your deposit.**

## Quotes + payment

1. Quotes are valid for 7 days from the date of issue.
2. To secure your booking, a non-refundable deposit is required totalling 50% of the final cost. The design process will not begin until this has been received. The remaining 50% of the balance will need to be paid before your order goes to print - an additional invoice will be sent at this point.

## Design + print process

### Supply of information

1. You must supply the copy for your design, and you are responsible for ensuring all the details, spelling and grammar are correct. This also applies to any text supplied by Kate Creates in any print-proof provided.
2. The suggested lead times for jobs listed in the FAQ section on the homepage are a guide ONLY. These timelines are subject to the correct information being provided at the necessary stages of the project.
3. All designs belong to Kate Creates and cannot be reproduced or amended without prior agreement.

### Changes

1. You will have the opportunity to make changes (up to two stages of amends) in the design process before final sign off. Please take some time to look through your concept thoroughly to ensure you are happy with all elements of the design.

### Proofing

1. A digital proof is included in all standard quotes. A physical sample can be produced for an additional cost if requested.
2. Once a proof is approved and sent to print, no changes can be made to the design and the client accepts responsibility for any errors. If mistakes are discovered after this point, you will be charged in full for changes to artwork and any reprinting required.
3. The digital concept / proof provided is a realistic representation of your design (not to scale) however colours may vary through printing.

### Assembly

1. Any stationery will be provided assembled and will be delivered in a format which allows you to access each layer of the design. This means any semi-permanent elements such as wax seals will not be applied at the time of posting.
2. You are responsible for stamping, posting, and adding any semi-permanent elements.
3. All envelopes will be provided unaddressed.

### Ownership

1. Once your final payment has been made, you will become the owner of any products physically produced. You will not own the artwork produced in the design process. All designs are the copyright of Kate Creates.
2. Kate Creates reserves the right to feature your stationery on promotional material and it's website, but will never disclose your personal details.

### Delivery

1. Delivery costs will be provided on your personalised quote. All parcels will be sent via Royal Mail.
2. A signature will be required on delivery to provide proof of receipt.
3. Kate Creates are not responsible for any delays, loss or damage, that are outside of it's reasonable control.

### Cancellations

1. Once your deposit has been received the design process begins, therefore we can not offer any refunds.
2. In the rare circumstance that we have to cancel an order a full refund will be given.