

Terms and conditions

Product specification

All of our cards, invitations and stationery are individually created or handcrafted and therefore the finished products may vary slightly from any samples as well as each other and the images shown on the website. All sizes quoted are approximate.

Elements of a design may need to be substituted according to availability of the raw materials used. Where this is the case you will be informed in advance of your order being fulfilled.

Personalised stationery

When placing an order for personalised cards, invitations or stationery you will receive an electronic draft, in the form of a .PDF file by email or a hard copy sample through the mail, to check and approve before we proceed with printing. Paper Moon makes every effort to ensure that its invitations and stationery are of the highest quality and that the information reproduced on the draft is accurate according to your instructions, however, it is your responsibility, as the client, to check and proofread drafts. We cannot accept responsibility for any errors found after you have checked and signed drafts indicating your approval. Any changes needed after that point may be charged accordingly.

When you make it clear to us that you wish to go ahead with your order, you are taken to agree to be legally bound by these terms.

Where you are providing Paper Moon with a photograph to personalise your order please supply a JPG or TIFF file no larger than 4MB. The photo quality should be set at 300dpi for best results. Paper Moon will do everything in its control to reproduce the photograph to a high quality, however, please note that the quality of the printed photograph may be limited by the supplied file. We will contact you before fulfilling your order if we have any concerns over the quality of the file and suitability for printing.

Copyright

Copyright is applicable to creative works for 70 years after the death of the writer and Paper Moon is therefore unable to reproduce material, such as song lyrics, readings or poems that we are not able to establish are free of copyright. Clients wishing to reproduce material that is protected by copyright will be responsible for obtaining written permission from the copyright owner.

Payment

Prices are displayed either on our website or order form including any charges for postage and packing. A non refundable deposit of 50% is required in advance. Delivery charges vary according to your order and will be added to your final invoice (at cost). We ask that the final amount payable for your invitations or stationery is settled in full before your order leaves Paper Moon.

We regret that at present we can only accept orders from the United Kingdom and only in Pounds Sterling.

Delivery

As our invitations and stationery are created to order please bear in mind that reasonable time needs to be allowed to produce your order and, in some cases, for stock to be ordered. Please allow a minimum of two weeks for printed stationery and six weeks for hand-finished and handcrafted stationery.

For your security and peace of mind, all orders are sent using Royal Mail's Special Delivery service. Items delivered in this way must be signed for. We will advise you of the expected delivery date so you can ensure someone is available to acknowledge receipt.

When your goods are delivered, we strongly recommend that you examine them carefully. If you discover that any items are missing or damaged you should notify us as soon as possible. This notification should reach us no later than seven working days after you receive the goods as we cannot accept liability for any damaged or missing items reported to us after that deadline.

You are fully responsible for any loss of, or damage to, goods which occurs after you receive them.

In the unlikely event that we fail to deliver your order for some reason within our control, our liability will be limited to the value of the undelivered items.

This agreement does not affect any of your statutory rights which might apply at the time you enter into it.