

# Edinburgh Badge Makers

## Terms, Conditions and Privacy Statement

Edinburgh Badge Makers aims to achieve high customer satisfaction through delivering the badges and magnets, as ordered.

We will follow the design specifications of our customers, unless otherwise agreed. We will send a proof before printing to ensure that the quality of purchases is not compromised. We will do our best to meet the requirements of our customers.

These terms and conditions apply to all Orders and any variation will not be binding on us unless set out in writing and approved by Edinburgh Badge Makers.

### Art Work and Design

All prices are based upon the customer supplying suitable artwork. An artwork service is available for which a charge may apply. However, all Intellectual Property including the design and art we create for you remains our property, unless otherwise agreed.

Where you provide the artwork or design for us to use you warrant that you are entitled to use that artwork or design and either own the copyright or are entitled to use it and will indemnify us against all claims made by third parties.

### Refunds

Please note that due to the hand-made and customised nature of your badges and magnets, refunds can only be on any defective items. Refunds will not be made on orders lost in transit but your order will be replaced. The making of your badges and magnets are unique to you and require one-off print runs. Therefore, please make sure that you are happy with your image and text before sending them to us. Image resolution should be 300dpi within JPEG file format. However, if we believe that we could not make your badges and magnets to the quality we offer with the image and text you have supplied, then we will be in touch before we proceed. We will send you a proof for your approval. Whatever your requirements, we will work with you to try and ensure that you will be happy with your purchase.

## Multiple Designs

Each separate quantity of badges or magnets purchased is based on one design. That is, we cannot offer different designs within each separate quantity purchased. For example, if you had 4 designs and wanted 100 badges of each design, then you would buy 4 lots of 100 magnets.

## Payments

Payments can be made by BACSs or by cheque / cash on delivery.

An invoice will be enclosed with your order, with payment details, due immediately.

We understand and will exercise our statutory right to claim interest and compensation for debt recovery costs under late payment legislation if we are not paid according to these terms.

## VAT

All prices quoted include VAT at 20% (Registration Number: 263 3128 22).

## Delivery

The delivery of your badges and magnets is as central to our business as making them.

Unless otherwise agreed, please allow 7 to 14 days between order and delivery.

We use Royal Mail First Class Large Letter and Packet Business Delivery Option for orders up to 1,000 badges or magnets. We include Royal Mail in a wider Courier search for larger and overseas orders – or we can use your preferred service. We will send you an email (or text/call if you prefer) on day of dispatch. Next day delivery comes with First Class. However let us know if you require Guaranteed or Special Delivery and we will arrange this.

Your badges and magnets are placed in sealed bags to keep them clean and dry. They are then either put in large bubble envelopes or in sealed postal boxes wrapped in bubble wrap.

Edinburgh Badge Makers will not be liable for any loss of profits or loss or damage sustained by the purchaser in consequence of any failure to deliver within such time or by such date or in consequence of the delay, however caused, or damage to or defects in the goods purchased.

## Disclaimer

Edinburgh Badge Makers is not responsible for any injury or harm caused by badges or magnets.

Badges and magnets are not suitable for children under the age of 36 months.

## Complaints

Complaints in connection with the goods or their delivery must be made in writing to us, so as to reach us within 10 days of the date of delivery.

Nothing in these terms and conditions shall affect the statutory rights of a consumer.

## Cancellations

A charge will be made for all cancelled orders based on the charge for all work carried out up to the date of cancellation and the cost of materials no longer usable elsewhere.

## Privacy Statement

We endeavour to keep all your information 100% secure.

We will never pass on any of your details to any third parties for marketing or any other purposes.

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