

Terms and Conditions

1. Name of Supplier

Pink Polar Limited
18 Leewood Close, Brampton Bierlow, Rotherham,
South Yorkshire S63 6ET.
Registered in England and Wales Company No. 6736357.

2. What we will provide

We will provide the wedding stationery as shown on our website that you have agreed to order from us. In order for us to fulfil our above obligation you are required to supply us with any information necessary.

3. Price and Payment

All prices stated include VAT. All prices are subject to change without prior notice. However, once your order has been placed and payment has been cleared the prices are guaranteed. No printing will take place until full payment has been cleared. This includes all additional work undertaken by Pink Polar Limited.

4. Proofs

The artwork will be sent to you via PDF proofs initially unless an alternative method has been agreed. A hard copy sample is sent to you for final proof approval. It is your sole responsibility to check that all design elements are as requested and the text details / spellings are correct. Pink Polar Limited cannot be held responsible for any errors noticed after you have approved the artwork and the printing has been completed.

5. Delivery

The price of delivery is £10.00 for all orders to UK mainland. Delivery is made by courier and will require a signature on receipt of the goods. Our aim is to deliver within 14 days of final payment. Pink Polar Limited cannot be held responsible for any loss or damage to the goods once the wedding stationery has been delivered to you. A delivery charge is only applicable on the first order and covers you for 2 deliveries. Any additional orders/deliveries will be charged at the same rate. Price for deliveries made to overseas countries will vary upon location and will be quoted upon request.

6. Cancellation

You have the right to cancel your order at any time before any printing has been started. You will be entitled to a full refund if no work has commenced. If an order is cancelled after proofs have been created you will only be entitled to a 70% refund of the total cost of the order.

7. Timing

From proof of payment we aim to supply first proofs by email within 5 working days. Once final approval of the stationery has been received by us we will deliver your stationery within 14 days (UK mainland only). For international deliveries we cannot work to a guaranteed timeframe.

8. Samples

Pink Polar Limited offers one sample free of charge (this does not include table plans). Any additional samples are charged for at the unit cost for that particular item, as stated on our price list page on the website. The cost for any additional samples ordered will be fully refundable against any stationery orders placed. We aim to provide samples within 7 working days.

9. Colours

Colours shown on the website may not accurately represent the finished product. Colours can vary from monitor to monitor and are unable to accurately reproduce colours used for print. The website is to be used as a guide only, and we advise customers to order a sample if they have any reservations before ordering any stationery.

Please be aware that due to the printing processes involved, stationery that is printed at different times may differ slightly in colour. All care is taken to get as close a match as possible but sometimes slight variation can occur.

10. Limitation of Liability

If the wedding stationery we deliver does not correspond with the order or agreed proof or is damaged or defective or the delivery is of an incorrect quantity, we shall have no liability to you unless you notify us in writing at our contact address of the problem within 7 working days of the delivery of the wedding stationery in question. We may require that any stationery in question be returned to us together with a note or email clearly stating any faults or damages. The stationery will then be rectified or replaced as necessary and all settlements will only be with replacement stationery.

Pink Polar Limited will not be liable to the customer for incidents beyond our control due to:

- Machinery breakdowns
- Industrial strikes or trade disputes
- Acts of God - floods, severe storms, fires or accidents

All delivery dates mentioned are given as estimates. Pink Polar Limited cannot be liable for any losses arising due to failure to meet such delivery dates. If you have not received your order, you must notify us within 7 working days.

10. Copyright

All designs remain the copyright of Pink Polar Limited and any use or reproduction without prior consent is strictly forbidden. All artwork created for you, including bespoke designs will remain copyright of Pink Polar Limited. Any breach of copyright will be taken seriously and will be pursued.

It is your responsibility to ensure that all necessary permissions for any materials used within your wedding ie. hymns and poems that are subject to copyright have been granted. Please speak to your vicar or registrar regarding this.