

Notelli Terms and Conditions

General Terms

A charge of £50 for sample and quote work will be charged to all clients with this being discounted off your total if you subsequently order.

Final proofs are to be signed and returned by post with a signed confirmation of work which can be scanned and sent by e-mail; changes cannot be made to designs once these and the deposit is received. All designs must be confirmed before deposit payment. Any subsequent changes will attract a fee at the discretion of Notelli. Deposits will generally be 50% of the total order and can be paid via PayPal, cheque or bank transfer.

NB: costs incurred due to wrong bank details and/or charges are to be paid by the client

Please note the letter of confirmation will stipulate delivery dates and dates by which respective pieces of information will be required. Failure to provide the required documents by the specified date may result in your order being upgraded to an express order (an extra 15% on the agreed quote for every 3 days after the specified date) or a cancellation if the diary does not enable us to accommodate your work.

Envelopes are not included in quoted prices unless stated

Please ensure you read your proof thoroughly. Notelli will not be held responsible for typos or wrong information in typed work. Clients are to provide wording in word format. Notelli will print all text as it appears on the proofs unless issues are pointed out and their resolution has been agreed to prior to deposit payment. In this instance we will re-send you a copy of your wording. Any corrections and hence replacement items that are needed will be done at the expense of the client and can only be accommodated where the diary permits. Where names etc. are to be printed, names are needed on an excel list and must be sent to Notelli a minimum of 45 days before the date of delivery.

We will print names exactly as they appear on the excel sheet. Spellings and capitalisations must be checked. It is the duty of the client to ensure they have the right to reproduce copyrighted literature. This right will be passed onto Notelli.

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Notelli makes handmade cards. All items are handmade from start to finish and therefore take time to be produced at high quality. Express orders (less than 6 weeks notice) will incur a 15% additional fee. As all items are personalised Notelli cannot offer refunds on completed orders. Replacements and rectifications will be provided when there is an error or damage present caused by ourselves.

NB: Errors do not include slight variations between individual items. Do note that although we endeavour to produce top quality work, we are not machines and therefore handmade cards will look handmade. Some disparity is to be expected between individual items.

Cancellations made after the cooling off period (3 days after the deposit has been paid) will be charged for each completed item before written notice is given plus 10% of the total residual balance. Cancellations made 3 weeks or less before the delivery date are liable to a payment of 80% of the order total or the cost of each completed item.

Upon receipt, it is the client's duty to ensure all items are present and meet requirements. All complaints must be put in writing within 3 days of receipt and returns made within 5 working days. Notelli will endeavour to rectify all reasonable problems upon receipt of queried items or provide a suitable alternative; however, this may be limited by the diary. If nothing is heard within 3 days, it will be assumed all is well. Payments of the remaining balance are due within 5 working days of receipt of items, as stipulated in the confirmation of work.

NB: in the unfortunate event of your dissatisfaction, Notelli will only communicate with one individual with regards to any problems

If the client orders items in stages then we cannot guarantee continuity of design as this will depend on our suppliers and their availability. There therefore may be some discrepancy in shade or texture but we will endeavour to use items of the same quality at all times.

All items will be sent by Royal Mail, recorded and signed for. A signature will be required upon delivery so if you want delivery to a work address, please let us know in advance.

If we fail to deliver your items on or before the stipulated dates a sum of £10 per day will be taken off your balance total. Please note, this does not include failed deliveries due to nobody being in the property when items are delivered, strikes and other issues out of the control of Notelli.

NB: Late payment of a deposit will result in an extra charge of £10 per day, incurred as an express charge for services. Late payment of a balance will result in an extra charge of £15 per day

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All designs and logos are copyright of Notelli Limited © all rights reserved. The copyright of all designs remain the property of Notelli Limited © and may not be copied, in full or in part, under any circumstances.

Notelli reserves the right to decline an order based upon the diary.

And finally... If you're happy tell your friends, if you're not, tell us :-)

Specific Terms

Express Charges

10% extra charge of the total for all items required within 60 days, 15% for anything less than this on all orders of 50 pieces or more. For orders of 50 pieces or less, these express charges will be in effect at 30 days or less.

Expedited Fee

18% express charge of the items requested when this is decided after initial contract signature.

Please note that this may not always be possible due to other orders any orders cancelled for this reason will be subject to the full fee

Charge for Alterations

A £50 minimum spot Charge will be incurred on all alterations to the details of the order after the 3 day cooling off period.

Names and details at least 45-60 days before delivery (defendant upon the size of the order, this will be stipulated in your signatory sheet and does not apply to express work)

Design Fee for Re-design

£7.50 for each re-designed item each time it is done after the initial 2 modifications of the agreed design.