

SECTION 4: CONFIRMATION

Tick off the items in the checklist below to confirm you have entered all the information required accurately, and provided all additional items required for your order

All required boxes completed		Full payment enclosed	
Additional sheets of information attached		Read Terms and Conditions overleaf	

I confirm that I have checked the details of this order and that I have read and understood the Terms and Conditions.

Customer signature:	Date:
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Please send this completed order form and a cheque for the value of the order (made payable to paperLantern) to Amelia Mansell, paperLantern, 14 Hathaway Lane, Stratford upon Avon, Warwickshire, CV37 9BJ. Do not send cash by post.

SECTION 5: TERMS AND CONDITIONS

Our terms and conditions as of 19th June 2004. The 'Client' refers to the person placing the order with us.

Payment

- 1) A 50% deposit is required when placing the order. This deposit is non-refundable. The remaining balance is required on acceptance of the final proofs and prior to manufacture.
 - 2) An order will not be despatched to the Client until final payment is received.
- Manufacture
- 3) All our cards are individually handmade and are therefore subject to minor variations.
 - 4) Small items such as beads, wire and glass tiles are used in the manufacture of our cards. Whilst every effort is made to secure these items, the delicate nature of the card means they are not suitable for children and should be kept out of their reach at all times.
 - 5) Manufacture of cards will only commence once final payment and proofs (signed and dated) have been received from the Client.
 - 6) Any changes made to the order once manufacture has commenced may incur additional charges.
 - 7) Unless by prior agreement, a minimum lead time of 4 - 6 weeks should be allowed from receipt of final payment and proofs to delivery of the order.

Delivery

- 8) We aim to despatch orders within 4 - 6 weeks from receipt of final payment and proofs. We will notify you immediately if this timeline cannot be met.
- 9) Prior agreement is required for express orders. We will aim to do this free of charge, but may incur an additional charge of up to 20% depending on our order books at the time.
- 10) There is a standard UK post and packaging charge of £6 per delivery. Deliveries outside the UK will be charged on an individual basis.
- 11) We cannot take responsibility for late delivery due to factors outside our control (e.g. postal strike).

Cancellation

- 12) In the event of cancellation, we will retain the 50% deposit.
- 13) If cancellation is made after we have received the final proofs, we will retain the 50% deposit. In addition, we reserve the right to retain the final payment, to cover any additional costs we may have incurred.
- 14) We will not refund or exchange goods unless they are faulty. Your statutory rights are not affected.

Copyright

- 14) All copyright and design rights associated with our designs belong to paperLantern. This includes the designs, any variations of the design (which may have been tailored specifically for a client) and the final products themselves.

Pricing

- 15) Prices may be subject to change from time to time. Clients will be charged the price that is agreed at the time of placing the order.