



## Our Terms and Conditions

These terms and conditions apply to the use and any business conducted with The Letter Art Company. Please read them carefully as they affect your rights and liabilities under the law. If you do not agree to these terms and conditions, then please do not use or register with the The Letter Art Company website. By using this website, you agree to be bound by these terms and conditions.

### Definitions

Throughout these terms and conditions, the following apply:

We or us, refers to The Letter Art Company.

You, the customer, or, the user, means you, an independent third party seeking to use or using the website.

The website, The Letter Art Company is owned and administered by The Letter Art Company.

Images, refers to the pictures that are displayed on the website forming letters of the alphabet.

### Contract with The Letter Art Company

Once an order is placed on this website, we will send you an email confirming the details of that order acknowledging its receipt by us. It is your responsibility to check the details of this confirmation email to ensure that it is correct and a copy should be printed and saved by you for reference purposes. The sending of a confirmation email by us is our acceptance of your order to buy the goods or services specified within it, irrespective of whether or not a confirmation email is received by you.

### Consumer Protection Law

We try to ensure that all specifications, images and descriptions of the products, goods and services are as accurate as possible. However, please note that the reproduction of the colour of our products, frames and images may vary from the way that they appear on screen. We attempt to adhere as accurately as possible to the published sizes, however, all dimensions are approximate.

### Copyright and Intellectual Property

The entire content of The Letter Art Company websites is protected by copyright and other intellectual property rights including database and

trademarks and is the property of The Letter Art Company or the respective copyright owners.

You may not store the content on a server or other network storage device and you may not reproduce, whether in its original form nor any edited or modified form, any of the content and images on the website without prior written permission from us.

The Letter Art Company acknowledges the intellectual property rights of others.

The Letter Art Company reserve the right to refuse an order. In this instance a full refund will be initiated for any payments that are associated with the order.

The rights given to you under this heading specifically exclude the granting of a licence to use any trademarks, logos and images belonging to The Letter Art Company.

### **Returns Policy**

#### **Faulty or Damaged Goods:**

We want you to be completely satisfied with your purchase and we ensure that all goods are inspected before posting. In the unlikely event that you receive a faulty or damaged product, you should notify us via email within 7 days of receipt. You can contact us by email to [info@theletterartcompany.co.uk](mailto:info@theletterartcompany.co.uk). Faulty and damaged products will be replaced free of charge. When we have the goods back for inspection the replacement product will be sent back to you at our expense and at your convenience and well within a reasonable time as outlined by legislation.

We do not accept ANY return unless pre-arranged or agreed by us. If goods are returned to us without our prior knowledge we will keep them in our return department for four weeks & then they will be disposed of.

#### **Not satisfied with the finished product:**

In the event that you are not satisfied with the finished product, providing that it is returned in perfect condition using appropriate packaging to ensure its safe arrival at The Letter Art Company we will refund all costs postage costs. Please contact us via email to [info@theletterartcompany.co.uk](mailto:info@theletterartcompany.co.uk). Any returned products are inspected on receipt and we regret that refunds cannot be issued if the goods are found to be damaged.

If you wish to return unwanted goods we strongly advise you to send your package by registered post or courier with sufficient insurance to cover the value of the goods. We cannot be held responsible for goods damaged in transit on return.

**Cancellations Policy**

Cancellation of an order is only accepted within 3 days of the date of receipt of your order and must be submitted via email to [info@theletterartcompany.co.uk](mailto:info@theletterartcompany.co.uk)