



TERMS AND CONDITIONS

The following terms and conditions apply to all orders placed with Leaflet Master. We will treat each order as an offer by you to purchase goods subject to the terms and conditions.

DELIVERY

Delivery times shown in the product descriptions or stated within a quotation are estimations only. Although Leaflet Master tries its very best to ensure that all orders are delivered on time, Leaflet Master shall not be liable for any losses, costs, damages or expenses incurred by the Customer arising directly or indirectly out of any failure to meet any estimated delivery date.

Leaflet Master will not be under any liability in the event that they are prevented or delayed from supplying or making delivery of any goods by any reason or cause beyond their control.

Deliveries take place to the address specified by the customer on making the order. Once the order has been placed this cannot be changed. Only on an occasion where a delivery takes place exceeding the estimated timeframe by 14 working days, (deemed as a reasonable period of time), will Leaflet Master consider a reprint or refund for any order. Leaflet Master solely reserves the right to make this decision on an individual basis.

REFUNDS / CANCELLATIONS

Due to the nature of the products that are sold, refunds for products that are already printed or in the printing process are not possible. Artwork or design refunds are also not possible as this is the labour fee we charge for the designers work and/or time.

DEFECTS

In the event of a defect to any delivered goods for which Leaflet Master are responsible, Leaflet Master reserves the right to offer a replacement or reprint. Only in the case of such reprint being unsuitable will Leaflet Master offer a partial or full refund. Leaflet Master reserve the right to solely decide whether a product is of suitable quality. If any part of an order is used or distributed by the Customer, Leaflet Master reserve the right to deem the order as acceptable and therefore no reprint or refund will be authorised.

Leaflet Master will not accept any defect to an order if the artwork does not meet the Customer's exact artwork specifications regarding colour mode, format size, colour saturation and bleed. It is the Customer's responsibility to check these details before placing the order.

If the defect that applies to the finished products is below or up to 10% of the total ordered quantity, Leaflet Master reserves the right to deem this product to be of satisfactory quality, and therefore this order is to be accepted.

In a case of defect to delivered goods, Leaflet Master must be informed within 7 working days upon the date of delivery. If a complaint is made outside of this time, Leaflet Master reserves the right to offer no refund/reprint for this order. It is the sole responsibility of the Customer to ensure that Leaflet Master are informed of any defect that they may find.



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CONTENT/INVOICES

It is the Customers responsibility to check the artwork and content for the product ordered.

Leaflet Master do not accept any liability for errors within the artwork as it is on the Customers authority and approval that orders go to print. Although Leaflet Master create print-ready proofs which are sent back for the Customer to confirm, it is solely their responsibility to check through these proofs for typing mistakes and errors, be this on artwork supplied by themselves or created by Leaflet Master.

It is also the Customers responsibility to ensure that any artwork meets Leaflet Master's design specifications and check the invoice to ensure that they are getting the quantity and the correct goods that they require. Leaflet Master does not accept liability for any losses, costs or expenses incurred by the Customer not checking and approving the invoices correctly.

FULL COLOUR PRINTING

All reasonable efforts shall be made to obtain the best possible colour reproduction on any order but the variation is inherent in the print process and it is understood and accepted as reasonable that Leaflet Master shall not be required to guarantee an exact match in colour or texture by materials supplied by the Customer. With any printed material, slight differences from the original, including screenproofs sent by Leaflet Master, or any previous orders, cannot be rejected.

PAYMENT METHOD

Leaflet Master require a 50% deposit for any order before proceeding to print with the 50% balance to be paid within seven days of delivery of the printed goods.

Leaflet Master accept payment either by cheque payable to Leaflet Master or direct payment into our bank account. For either of these methods Leaflet Master will require the total amount to be cleared in our account before going ahead with the order.

LIABILITY

Although Leaflet Master can provide you with a professional opinion, we give no guarantee or make any representations as to the suitability of completed work for a particular purpose whether expressed or implied orally or in writing, except as expressly stated in these terms and conditions.

Except as maybe implied by law and accept in the case of death or personal injury, in the event of any breach of these terms and conditions by us the remedies to you shall be limited to damages which shall in no circumstances exceed the price of the goods that you have paid for.

We shall under no circumstances be liable for any indirect, incidental, or consequential damages.