



Special cards for special occasions

The Brambles
4 Park Hall Lane
West Hallam
Ilkeston
Derbyshire
DE7 6HR

e-Mail: info@kreativekards.co.uk

ORDERING INSTRUCTIONS & CONDITIONS

(you may wish to print these for easy reference whilst completing your order)

How to Order

1	There is an online form for orders made via our web site. Simply click the 'Order Form' tab on the main navigation bar and complete the form on screen.
2	When you are satisfied with what you have put you may wish to print a copy for your records, and then click 'Submit' at the bottom of the form to send all the details to us.
3	Don't forget to attach the photographs that you wish to be used on the card.
4	Please order in good time so we can let you have an electronic proof for approval.
5	Your completed card (and blank envelope) will then be sent to you by first class post by the date required.
6	Don't forget, we offer a full money back guarantee (including outward postage and packing charge) if you are not completely satisfied. Simply return the card and envelope (unused) for a full refund.

Some Ideas to help You

1	This is a highly personalised product - so we need as much information as possible from you to help us create it. This will take a little time from you - but the result will be worth it. The lucky recipient will receive a 'special occasion' card that really is unique and that cannot be bought in the shops.
2	The more 'personal' things that you can build into the text the better - job and workplace, partner's and friends' names, pets' names, leisure activities or clubs that they belong to, how the occasion is being celebrated (special meal, weekend away, etc), and perhaps an amusing incident from the past if you really want to make them smile.
4	When choosing photographs, remember that the better quality the picture, the better it will look on your card. We can enhance photographs to make the best of them, but there are limits! It is normally best if one photograph is a reasonable close up (head and shoulders) but there can be exceptions.
5	Have a look at the sample cards on the web site to give you some ideas - both in terms of photographs and text.
6	The time you invest in this really will be worthwhile!
7	If you order in good time it allows more scope for refining the design and content. Providing there is time we are happy to send you a second or even a third electronic proof where alterations are suggested. We want you to be happy with your purchase.

Please see over for terms and conditions of business

Conditions

There aren't many - but please read these carefully!

1	Any photographic or other material supplied by the customer must either be not subject to copyright, or the consent of the copyright owner must have been obtained by the customer. Material is accepted for use only on the understanding that this condition is met.
2	We will always aim to meet your deadline (the 'card required by' date) and your finished card will be sent to you by first class post. However, no responsibility is accepted by KreativeKards for any item (including any original photographs that are either being sent or returned) which may be lost, delayed or damaged in the post. If a card fails to reach you and there is still time, we may dispatch a further print of the same card to you - for which there would be no additional charge.
3	The only method of payment for web orders is PayPal using your debit or credit card. PayPal is the respected and trusted instant payment service operated by a sister company of E-Bay. PayPal operates a secure site and you won't need to give us your card details.
4	We are confident that you will be happy with your purchase and will do everything we can to ensure that is the case. However, to claim under our full refund guarantee, you will need to return your card and envelope unused and unmarked within seven days of the date on which you receive it.
5	In the unlikely event that we are unable to fulfil your order (whether for technical or any other reasons) and payment has already been made, we will refund your payment in full. Our liability to you does not however extend beyond the amount you have paid.
6	By placing an order with us you confirm that you have read and accepted these terms and conditions.

Thank you for shopping with



The Brambles, 4 Park Hall Lane, West Hallam, Ilkeston, Derbyshire, DE7 6HR

Tel: 0115 9323531

E-mail: info@kreativekards.co.uk

Web site: www.kreativekards.co.uk