

Terms And Conditions

1. The 'company' shall at all times in these conditions refer to 'Willow Wood' and the 'customer' refers to anyone purchasing goods or services from Willow Wood, either through this website or by contact with the company directly. All goods and services offered by the company are provided subject to these general terms and conditions. They do not affect your statutory rights.

1.1 The company makes every reasonable effort to include up to date and accurate information on our website and information shared or advice given is to the best of our knowledge safe and useful but customers should decide for themselves if the data is well founded.

1.2 The company is free to use ideas or concepts customers transmit to us and reproduce, alter or adapt them for any purpose.

1.3 Any order placed with the company is not binding until it has been accepted by the company, this will be done by communication with the customer confirming the order is being '*processed*'. Automated responses from the shopping cart service *do not* constitute an acceptance of order.

2. The company undertakes to provide goods and services advertised on this website as described. It is the *responsibility* of every *customer* to make certain that *goods* or services they order meet their requirements. Particular attention should be given to colours, choice of typestyles and proofs. Any reprinting required due to errors which the customer failed to recognise will be chargeable to the customer.

2.2 The Company reserves the right to modify and update products or remove them from the catalog at their discretion, this will not normally affect orders already being processed but in the event that it does the company will seek to provide alternative services agreeable to the customer, or refund the customer if this is not possible.

2.3 Every effort is made to deliver the items ordered as quickly as possible and the company will always endeavour to achieve any specified deadlines given by customers. We always advise customers to order a minimum of six weeks in advance, and months where possible. If a deadline is required acceptance from the company of that date must be sought in writing. Damages or expenses incurred by a customer due to failure to meet a deadline are not the responsibility of the company.

3. Ownership of the goods passes to the customer upon delivery as long as payment for goods has been received. All risk in the goods also passes to the customer upon delivery.

4. If a customer needs to return a faulty item they should do so by first contacting our Admin Department either by e-mail or telephone (information is provided on [company details](#) page). Returns may only be made by agreement from the company. Refunds will not be issued where products meet the description issued on this website, and the specifications of the customer's proof.

5. Whilst the company makes every effort to serve the needs of its customers the company reserves the right to decline orders where it is unable to meet them for whatever reason. Orders declined will be fully reimbursed where payment has been made and the customer will be contacted in a timely manner. The company also points the customer to the '[Lead-Time](#)' information page which advises current 'order to delivery' waiting times. This is regularly updated where necessary.

6. *Force Majeure* - The company will not be liable for any delay or failure to perform if the delay or failure is due to acts of God, civil disturbance, riots, floods, drought, fire or any other cause that is beyond the companies reasonable control. This does not affect your statutory rights where these conditions do not prevail.

Under no circumstances will the company be responsible for indirect, incidental or consequential damages.

Privacy Policy

Willow Wood does not at any time or in any way share customers details with any other body, organization or business, (notwithstanding records may be made available for inspection by Government Agencies) whether freely or for payment. Customers personal details are considered completely confidential. WE DO NOT SELL YOUR E-MAIL ADDRESS.

The company takes the matter of customers **privacy** and security very seriously, if you know of any threat to these issues please make them known to us immediately.

We do not store credit card numbers, expiry dates or any financial details either electronically or in any form of written data base. All on-line transactions in the payment stage (known as merchanting services) are managed by PayPal and their *security certification* and *privacy policy* may be obtained from them or can be viewed through the link provided.

All traffic through our on-line shopping cart service is protected by certification and data encryption, details of which can be viewed by clicking here.

Details of customers names, addresses and e-mail are strictly considered by us as property of our customers and are only used by us in order to service customers with the goods they have purchased, or in the showing of finished products.

Willow Wood employs various electronic security techniques to protect your personal information. Orders are placed on our shopping cart service using SSL (Secure Socket Layers) and data encrypted so that your information can only be read by our server & merchant service provider.

The company does not support the use of 'spyware' or any electronic device/software to monitor shopping habits or store information about visitors and customers. We do monitor our own server which provides information for us regarding the number of visits to our site and the popularity of products. The on-line shopping cart service does use some 'cookies' in order to remember the contents of a customers shopping cart until they proceed to the checkout, this is for the customers benefit only as part of the on-line shopping experience.

If you have any questions about privacy issues, please do contact us.

Payments

Payments can be made via our secure on-line payment system (merchanting provided by PayPal) using all major credit cards. This process is quick, safe and efficient. Alternatively customers may elect to pay using the paypal service if they have an account but should be aware that this can cause delays in your order being processed. Payments can also be made via paypal using our email address sales@willow-wood.biz as the account to be credited.

For our international customers **payments** can be made in the same way and your credit provider will automatically convert the transaction to your native currency applying exchange rates current at the time of your order.

Cancellations

Cancellations rarely happen and we hope that there will not be a need to cancel your order, but if such a need should arise Willow Wood does offer a **full money back guarantee**. You should contact us as quickly as possible if you need to cancel an order, as with any custom order service things begin to happen very quickly once your order is processed. Where goods have been printed, despatched or delivered refunds are obviously not possible. Where printing plates have been made, special artwork commissioned, proofs rendered etc refunds are still offered but some costs may be deducted. We also offer a **complete satisfaction** guarantee where if you have ordered a sample and you are happy with the product we guarantee that the final order you receive will achieve the same standards.

We are here to serve you and do everything we can to provide you with a fantastic product that will enhance one of life's great experiences. These terms and conditions are in place to help you understand what exactly we can offer, and what you need to do to help us make this a pleasurable experience.

We do value our customers greatly and demonstrate that with our level of service, so thank you for choosing Willow Wood the home of embossed wedding stationery, we hope you have a wonderful wedding day and wish you happy days as you build your family!