

## **PRINT2WALL LTD - TERMS AND CONDITIONS**

### **1. INTRODUCTION**

1.1 These Terms and Conditions ("Terms") constitute a legally binding agreement between Print2Wall Ltd ("we", "us", "our", "the Company") and the client ("you", "your", "Client") regarding all services provided by Print2Wall Ltd.

1.2 By placing an order with Print2Wall Ltd, you acknowledge that you have read, understood, and agree to be bound by these Terms.

1.3 We reserve the right to modify these Terms at any time. Any changes will be effective immediately upon posting on our website. Your continued use of our services following such modifications constitutes your acceptance of the revised Terms.

### **2. QUOTATIONS AND ORDERS**

2.1 All quotations provided by Print2Wall Ltd are valid for 30 days from the date of issue, unless otherwise specified.

2.2 Orders will be processed upon receipt of your written acceptance of our quotation.

2.3 Following quote approval, a deposit payment of 50% of the total cost is required for work to commence. No work will be scheduled or materials ordered until this deposit has been received.

2.4 The remaining balance must be paid in full prior to collection or delivery of the completed work.

### **3. PRODUCTION TIMELINES**

3.1 Standard production timelines are as follows:

- Paper prints: 2-3 working days from receipt of deposit
- Stretched canvas prints: 7 working days from receipt of deposit
- Fine art photography: 14 working days from receipt of deposit (including editing and proof approval)
- Framing services: 15 working days from receipt of deposit

3.2 Production timelines begin only after receipt of the deposit payment and all necessary materials, including but not limited to digital files, artwork, and approval of proofs where applicable.

3.3 These timelines represent our standard service levels and are not guaranteed. Production may be affected by factors including but not limited to material availability, seasonal demand, and unforeseen circumstances.

3.4 Print2Wall Ltd will make reasonable efforts to notify you of any anticipated delays as soon as they become apparent.

### **4. PRIORITY SERVICE**

4.1 Print2Wall Ltd operates a first-come, first-served order processing system. All jobs are processed in the order they are received.

4.2 If you require expedited processing, a priority service is available subject to the following conditions:

- Payment of the full order amount is required upfront
- A priority surcharge (around 10% - depending on timescale) will be added to the total order value
- Priority service is subject to our current workload and capacity

4.3 Even with priority service, we cannot guarantee specific completion times, though every effort will be made to expedite your order.

4.4 Priority service must be requested and agreed upon at the time of placing the order. We cannot guarantee that priority status can be applied to orders already in production.

## **5. PAYMENT TERMS**

5.1 We accept payment by bank transfer, credit/debit card, and cash.

5.2 All prices quoted are exclusive of VAT unless otherwise stated.

5.3 Payment schedule:

- 50% deposit upon quote approval
- Remaining 50% prior to collection/delivery of completed work
- 100% payment upfront for priority service orders

5.4 All goods remain the property of Print2Wall Ltd until payment has been received in full.

5.5 Late payments may incur additional charges at a rate of 8% above the Bank of England base rate, in accordance with the Late Payment of Commercial Debts (Interest) Act 1998.

## **6. CANCELLATIONS AND REFUNDS**

6.1 If you wish to cancel an order, you must notify us in writing as soon as possible.

6.2 Cancellation charges:

- Cancellation before production begins: 25% of deposit
- Cancellation after production begins: 100% of deposit
- Cancellation after completion: 100% of total order value

6.3 Any refunds due will be processed within 14 working days of agreement.

## **7. ARTWORK AND FILE SPECIFICATIONS**

7.1 You are responsible for providing artwork files that meet our specifications. Information regarding file formats, resolution, and colour profiles is available upon request.

7.2 Print2Wall Ltd is not responsible for colour variations, printing errors, or quality issues resulting from files that do not meet our specifications.

7.3 We reserve the right to reject any artwork that we consider to be offensive, defamatory, or in breach of copyright.

7.4 For fine art photography services, we will provide digital proofs for your approval before final production. You are responsible for checking these proofs carefully and providing written approval.

## **8. COPYRIGHT AND INTELLECTUAL PROPERTY**

8.1 You warrant that you own or have permission to reproduce all artwork and images provided to Print2Wall Ltd.

8.2 You indemnify Print2Wall Ltd against any claims arising from the reproduction of copyright material.

8.3 Print2Wall Ltd retains the copyright for all photography, editing, and design work created on your behalf, unless otherwise agreed in writing.

8.4 We reserve the right to use images of completed work for promotional purposes, unless you specifically request otherwise in writing.

## **9. DELIVERY AND COLLECTION**

9.1 Unless otherwise arranged, all completed work is to be collected from our premises.

9.2 If delivery is required, this will be charged at an additional cost based on location and package dimensions.

9.3 Risk of damage or loss transfers to you upon collection or delivery.

9.4 Any claims for damaged goods must be made within 48 hours of receipt.

## **10. WARRANTY AND LIMITATION OF LIABILITY**

10.1 Print2Wall Ltd warrants that all products will be free from defects in materials and workmanship for a period of 12 months from the date of delivery.

10.2 This warranty does not cover damage resulting from improper handling, storage, or display of products.

10.3 Our liability is limited to the replacement or repair of defective products, or a refund of the purchase price, at our discretion.

10.4 We shall not be liable for any indirect, consequential, or special losses arising from our products or services.

10.5 Our total liability shall not exceed the total amount paid for the products or services in question.

## **11. FORCE MAJEURE**

11.1 Print2Wall Ltd shall not be liable for any delay or failure to perform its obligations due to events outside our reasonable control, including but not limited to acts of God, natural disasters, pandemic, government restrictions, war, terrorism, riots, strikes, failure of suppliers, or power failures.

## **12. COMPLAINTS PROCEDURE**

12.1 If you are dissatisfied with any aspect of our service, please notify us in writing within 7 days of receipt of goods or completion of services.

12.2 We will acknowledge your complaint within 3 working days and aim to resolve the matter within 14 working days.

## **13. GOVERNING LAW AND JURISDICTION**

13.1 These Terms shall be governed by and construed in accordance with the laws of England and Wales.

13.2 Any dispute arising under these Terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.

## **14. CONTACT INFORMATION**

Print2Wall Ltd [Company Address] [Phone Number] [Email Address] Company Registration Number: [Number] VAT Registration Number: [Number]

Last updated: 20th May 2025