

Terms and Conditions

Please read all the terms and conditions ("Terms and Conditions") set out below carefully before ordering any Goods or Services from us. By ordering or making payment for any Goods or Services from us you agree to be bound by these Terms and Conditions. If you are not sure about anything, just email:

onceuponapaper@outlook.com or phone us on 07539 734866.

Application

These Terms and Conditions will apply to the purchase of services and goods by (the customer or you). We are Once upon a Paper Ltd, a company registered under the company number 16042309 and whose trading address is The Conifers 18 Epsom Close, Branston, Burton upon Trent.

These are the terms on which we sell all services to you. You can only purchase the services and goods from the website if you are eligible to enter into a contract and are at least 18 years old.

Interpretation

Consumer means an individual acting for purposes which are wholly or mainly outside his or her trade, business, craft or profession;

Contract means the legally-binding agreement between you and us for the supply of the services and goods;

Delivery Location means agreed venue, as set out in the Order

Durable Medium means paper or email, or any other medium that allows information to be addressed personally to the recipient, enables the recipient to store the information in a way accessible for future reference for a period that is long

enough for the purposes of the information, and allows the unchanged reproduction of the information stored;

Services means the services advertised on the website or linked social media pages

Goods means the goods advertised on the website that we supply to you of the number and description as set out in the Order;

Order means the customer's order for the goods as submitted following the process set out on the website

Privacy Policy means the terms which set out how we will deal with confidential and personal information received from you via any channels

Website means our website www.onceuponapaper.co.uk on which our services are advertised

Services

The description of the services and any goods is set out on the website, social channels and any other form of advertisement. Any description is for illustrative purposes only and there may be small discrepancies in the size, colour and positioning of displays and backdrops.

In the case of services and any goods made to your special requirements, it is your responsibility to ensure that any information or specification you provide is clear and accurate.

All services which appear on the website are subject to availability.

We can make changes to the services which are necessary to comply with any applicable law or safety requirement. We will notify you of these changes.

Customer responsibility

You must co-operate with us in all matters relating to the services, provide us and any authorised employees and representatives with access to any premises under your control or venue your event is taking place, provide us with all information required to perform the services and obtain any licences and consents (unless otherwise agreed)

Failure to comply with the above is a customer default which entitles us to suspend performance of the service until you remedy it or if you fail to remedy it following our request, we can terminate the contract with immediate effect on written notice to you.

Personal Information

We retain and use all information strictly under the privacy policy

We may contact you by using email or other electronic communication methods and by pre-paid post and you expressly agree to this.

Basis of orders

All prices on our website, social media channels and any other form of advertisement are shown and charged in GBP.

Prices may vary dependant of the hire period but will be typically based on hire periods of up-to 5 hours. The hire period shall commence and end on the date and times specified on the order confirmation and invoice

The order process for hire or purchase of specific paper displays, backdrops and décor together with bespoke themes is set out on our website. It is your responsibility to check that you have used the ordering process correctly.

A contract will be formed for the services and or goods ordered only when you

receive an email from us confirming the order (order confirmation). You must ensure the order confirmation is accurate and inform immediately of any errors. We are not responsible for any inaccuracies in the order placed by you. By placing the order, you agree to us giving you confirmation of the contract by means of an email with all information in it (ie the order confirmation). You will receive the order confirmation within a reasonable time after we the supplier and you the customer agree all the finer details of your requirements (either by email, telephone or any other communication).

Any quotation is valid for a maximum period of 30-days from its date, unless we expressly withdraw it at an earlier time.

No variation of the contract whether about the description of the services, price or otherwise can be made after it has been entered into unless an alteration is agreed by you the customer and us the supplier in writing.

Please note that we will not be able to meet any obligations as a result of the following reasons:

- If customers do not comply with any order criteria outlined in the Terms & Conditions

- If we have not received full payment 30-days prior to your event

- Exceptional conditions beyond our control, such as hazardous weather, problems enroute to the venue where the service is taking place

Price and payment

Prices for specific displays, backdrops and décor is that set out on the website at the date we accept the order or such other price we may agree for tailored décor and/or theme in writing.

Prices include, providing decor hire; delivering, assembling and disassembling your paper displays. Delivery is free within the Burton upon Trent area. For delivery of installations outside of the Burton upon Trent area, will be charged at a rate applicable of travel time and fuel prices at the time of the order, if the order is placed within 3-months of your event date.

Orders must be a minimum of £100

Prices include VAT at the rate applicable at the time of the order

You will receive the invoice with your order confirmation. You must pay a 50% deposit with 24-hours on receipt of the order confirmation and invoice. Full payment is expected 30-days prior to the date of your event as specified on the invoice. We reserve the right to cancel the booking if full payment has not been received and funds cleared.

You must pay by bank transfer of which details will be provided on the invoice.

If through no fault of ours, we suffer a shortage of stock (damaged at another event, items are out of stock with our suppliers or other genuine and fair reason), we will contact you to agree an alternative solution. We may charge or refund any reasonable cost variations.

Any alterations to an order must be made in writing and we will use our reasonable endeavours to accommodate these changes, however we cannot guarantee that we will be able to accept alterations. Where the change results in an increase in the overall cost, a revised invoice will be issued to you.

You are responsible for all decorations from the time we have fully assembled it until the time we return to disassemble it and will be charged for any damage or loss of any of the display items.

If you have purchased goods for a home installation, risk of damage to, or loss of

any good will pass to you following installation

Delivery

We will deliver, assemble and disassemble your paper event décor at the contracted venue within the time frames agreed and documented on the order confirmation.

In any case, regardless of events beyond our control, if we do not deliver the service on time, you have the right to receive a refund of up to the amount or you can require us to reduce the price by an appropriate amount and considering all the relevant circumstances at the time.

In the unlikely event that we must cancel a booking due to reasons beyond our control, we will do so in writing or by email, providing you with as much notice as possible. event, we, acting reasonably in our sole discretion, identify a material issue, impacting the area we cover that significantly inhibits our ability to accommodate the booking on the agreed date, then we shall identify some alternative dates on which the booking can be accommodated, and you can identify your preferred option.

Most of the display will be assembled at the venue or in home. Therefore, please ensure that there is sufficient time allocated for this before the start of your event, and we have permission to access the venue in a timely manner. Likewise for disassembling the display once your event has finished.

Withdrawal, returns and cancellation

You can withdraw the order by telling us before the contract is made, if you simply wish to change your mind and without giving reason, and without incurring liability.

Cancelled bookings thereafter may be subject to cancellation charges

Paper decor and display items hire

The hire period for the paper décor and display items is for the period specified on the invoice.

You are responsible for all paraphernalia from the time we have assembled the display until the time it is disassembled by us. Full risk shall lie with you during this time

You are responsible for ensuring all paper décor and display items are stored inside in bad weather (rain, drizzle, snow, high winds) and overnight.

Please do not smoke, eat or drink near to hired goods

You are not permitted to hire, sub-let, sell, lend, or part with possession of any paraphernalia at any time.

Please ensure that the venue has in place adequate insurance to cover the assets against fire, theft, loss or damage at all times during the hire period.

You hereby indemnify us against any losses, costs, damages or expenses that we may reasonably incur as a result of your breach of any of these Terms and Conditions

Loss of or damage to paper decorations and display items

If any of the resources is returned to us in bad repair, damaged, unclean or defective in any way then you are liable for any additional costs that we may incur in repairing, cleaning or replacing them. A new invoice will be raised with immediate payment required.

Conformity

Upon delivery, the décor and any themed resources will be of good quality, conform to their description and we will supply the service with reasonable skill and care.

Privacy

Your privacy is critical to us. We respect your privacy and comply with the *General Data Protection Act* with regard to your personal information.

Limitation of liability

If we are found liable for any loss or damage to you, such liability is limited to the amount you have paid for the relevant services.

General

The Terms and Conditions together with the order confirmation, invoice and payment instructions constitute the entire agreement between you and us. No other terms whether expressed or implied shall form part of this agreement. In the event of any conflict between these Terms and Conditions and any other term or provision on the website, these Terms and Conditions shall prevail

The contract continues as long as it takes us to perform the full service