



STUDIO

Terms & Conditions

1. Terms & Conditions Introduction

1.1 We operate the website www.romeoandjulesstationery.com (the "Website"). We are Romeo + Jules Limited, a company registered in the United Kingdom under company number 07315819 and with our registered address at 23 Kirkley Road, London, SW19 3AZ ("we", "our", "us" or "Romeo + Jules").

1.2 If you are a consumer then references in these terms and conditions (the "Terms") to "you" are to the individual using our website and purchasing the products detailed on our website ("Products") for private and non-commercial purposes.

1.3 These Terms (together with our Privacy Policy) tell you information about us and the legal terms and conditions on which we sell the Products to you. The Terms, Privacy Policy and Terms of Website Use are together the "Agreement".

1.4 By registering with Romeo + Jules and ordering a Ready to Wed Product through this Website, you accept that you are entering into a contract with us under these Terms.

1.5 If you do not agree to these Terms, you must not use this Website.

1.6 Please note, we reserve the right to amend these Terms from time to time.

2. Placing an Order

2.1 A contract for the purchase of a product is created as follows:

2.1.1 To place an Ready to Wed order, a visitor must become a User by creating an account, as outlined in Section 1.4;

2.1.2 The User places the order on the Site by pressing the order confirmation button at the end of the checkout process. The customised product contained in the order is a "personalised product";

2.1.3 By confirming your order, you are agreeing to purchase the "personalised product" you have selected for your order;

2.1.4 At this point, we take payment for your order by means of your nominated payment method;

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HSBC
SORT CODE 40-03-04
ACCOUNT NUMBER 61867466

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2.1.5 We will confirm our acceptance of your order by sending you an “order confirmation email”, which will make the agreement legally binding on you and us. Each order placed will incorporate the Terms and shall be a new and separate contract between you and us;

2.1.6 Once your Order has been accepted we will contact you by email for your written text copy that will be put onto your chosen template. A artwork proof will be sent to you.

2.1.7 All items within your Ready to Wed box will be sent to print at the same time. We cannot split an order.

3. Products Shown and Pricing

3.1 The prices displayed on the website are subject to change and we reserve the right to change these at any time.

3.4 Prices shown on the website are in GBP. The price of the product does not include the delivery charge. You will be invoiced separately for delivery and emailed directly with the charges

3.5 Romeo + Jules does not cover, and will not be responsible for, the payment of any additional customs or import charges, duties or taxes incurred when the parcel reaches the destination country. Please enquire with your government's import office if you are concerned that your order may incur import taxes when it ships from the UK.

4. Personalisation of Products

4.1 It is up to you to ensure that all content in a personalised product is correct, and (for example) is correctly spelt or irregularly formatted. We cannot edit or cancel an order once it has been sent to print so please double-check your order on your art proof before confirming your order by email. Please refer to Section 6 for further information on Changing or Cancelling an Order.

4.2 We cannot amend the artwork template. The only amendment will be to your written text copy. A maximum of two changes are permitted per order. Any further changes above and beyond will be subject to a charge of £50 per hour for design time.

5. Delivery of Products

5.1 The products sold by us are manufactured in facilities based in the United Kingdom

5.2 The price for delivery will be confirmed once all your products have been printed and will depend on your location.

5.3 An estimated delivery date will be given when you place your order. Occasionally our delivery to you may be affected by an Event Outside Our Control, please see Section 15 for further information on this. Dates and times given for delivery are estimates only and we shall not be liable for any delay in delivery.

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5.4 Romeo + Jules does not cover, and will not be responsible for, the payment of any additional overseas customs or import charges, duties or taxes incurred when the parcel reaches the destination country. Please enquire with your government's import office if you are concerned that your order may incur import taxes when it ships from the UK.

6. Changing or Cancelling an Order

6.1 You cannot cancel or edit your Order of personalised products once the order has been placed and an order confirmation email received.

6.2 We are not responsible for customer generated mistakes, errors or defects including spelling, typographical or grammatical errors; poor image quality derived from low resolution images, order quantity, or other ordering errors, including delivery address. To prevent these errors from happening, please review your order carefully before proceeding to payment.

6.3 In cases of disruption to your event due to COVID-19, Romeo + Jules can provide a digital version of the invitation with your amended date or details, for use in email communication to your guests. Romeo + Jules can also provide a discount code for you to re-order the same item again at a 50% discount with any amendments to the design to account for changes in the event details.

7. Refund Policy

7.1 If, upon receiving your Product(s), they are damaged or the printing is faulty, you may request a reprint in accordance with clause 7.2 below. We will not reprint if this the fault is due to a typographical error in your written copy.

7.2 If you choose to have your Product(s) reprinted, we will do so free of charge and resend to you at no extra cost.

8. Returns Policy

8.1 We cannot accept returns from the Ready to Wed line.

9. Payment and Charges

9.1. The total charges for the Products and delivery are listed on the checkout page and on the Order Confirmation Email.

9.3 Payment will be deducted from your account when we send you the Order Confirmation Email.

9.4 When submitting your order, you warrant that all the detail you have provided are valid and accurate at the time including the shipping address, and that when your order is accepted by us, payment will be made in full.

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10. Privacy

10.1 We only use your personal information in accordance with our Privacy Policy. Please take the time to read this.

10.2. Intellectual Property Rights

10.3 All material on our Website is either owned by or licensed to Romeo + Jules and cannot be redistributed or reproduced without prior permission. This material includes, but is not limited to, designs, photography, text, layout, look and graphics. All worldwide rights are reserved.

10.4 You may not copy, distribute, create any derivative work or commercially exploit the content from Romeo + Jules, or any of the material found on our Website without our prior express, written permission.

10.5 Unauthorised use of this website and the materials within it may give rise to a claim for damages and/or be a criminal offence.

11. Events Outside Our Control

11.1 We, or any delivery and production service we use, will not be liable or responsible for any failure to deliver, or delay in production or delivery of, the Products that is caused by an Event Outside Our Control, as defined below.

11.2 An "Event Outside Our Control" means any act or event beyond our reasonable control, including but without limitation to, adverse weather conditions (such as snow, flood, storms), strikes or industrial action, civil commotion, riot, invasion, terrorist attack or threat of terrorist attack, war (whether declared or not) or threat or preparation for war, fire, explosion, earthquake, subsidence, epidemic or other natural disaster, road traffic accidents and road closures.

16. Law and Jurisdiction

16.1 These Terms, the Services and each Order and purchase of a Product are governed by English law. You and we both agree that the courts of England and Wales will have non-exclusive jurisdiction in relation to disputes arising in connection with these Terms. These Terms are offered in English only.

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