



Terms & Conditions (Proper Goose LTD trading as Bottled Goose):

- This price is valid for 1 week from date of quotation. Prices are exclusive of delivery charges
- Should there be any change to the brief this quote is based on, Proper Goose Ltd reserve the right to increase prices to cover any additional costs
- All goods shall remain and are the property of Proper Goose Ltd until payment is received in full. Title shall only pass upon receipt of cleared monies
- Should you delay the delivery after the agreed date, we reserve the right to invoice for the goods and charge storage
- All prices quoted are exclusive of VAT which will be charged at the rate ruling at time of dispatch
- Prices may fluctuate due to shifts in market demand, supply or both.
- When a credit account has been set up, a credit limit will be provided and must not be exceeded
- When a credit account has not been approved, a pro-forma invoice will be issued for payment prior to production commencing
- Once the order has been placed and / or paid, cancellation / postponement cannot be accepted as Proper Goose Ltd will have entered into contracts for raw materials and allocated production space which may have prevented Proper Goose Ltd from accepting other orders
- Proper Goose Ltd cannot take responsibility for any materials supplied by the client, we accept materials based on them being Fit for Purpose. Price may be subject to change subject to the quality of the vessel supplied by the client
- All endeavours will be made to meet the agreed delivery date at time of order subject to production capacity, however the delivery date cannot be the essence of the contract
- Manufacturing tolerances of + or – 5% are applicable to your quantities. This may be exceeded if the vessel quality is highly inconsistent
- If no sample has been requested or approved, Proper Goose Ltd cannot take responsibility for the finished product not meeting specific expectations. We recommend a sample is requested and approved before full production begins
- Unless expressly agreed in writing to the contrary, Proper Goose Ltd retains the right to showcase our work for future business regardless of the brand name on our website at www.bottledgoose.com, our social media pages and at trade exhibitions
- Proper Goose Ltd retain the rights and sole ownership of all in-house designs
- Breakages must be reported within 48 hours of receipt and include photographic evidence of the condition received of the outer carton, inner packaging, damaged product and quantity affected in order to pursue an insurance claim with the courier if appropriate

- Breakages will be re-printed with a 5-day production lead time for wholesale and a 3-day production lead time for print-on-demand, and dispatched on the next working day, both at Proper Goose Ltd.'s cost. This does not include the cost of client own vessel.
- Any re-prints following a printing or priming error by Proper Goose Ltd, will be re-printed with a 5-day production lead time for wholesale and a 3-day production lead time for print-on-demand, and dispatched on the next working day, both at Proper Goose Ltd.'s cost. This does not include the cost of client own vessels unless otherwise agreed.
- Proper Goose Ltd will not accept liability for the scraping and recycling of the vessels misprinted when they have left the premises.
- It is recommended that printed vessels, including filled candles, are stored below 40 degrees. Proper Goose Ltd will not accept responsibility for print and wax damage caused by excessive heat when stored for long periods of time
- Proper Goose Ltd will not accept responsibility for damage caused to products during their onwards journey from a clients own site
- All data will be held and stored in accordance with the latest GDPR guidelines. Further details can be provided upon request
- Bottled Goose does not tolerate third party harassment of our staff. Should a client harass a member of staff, they will be warned that continued provision of our service will cease if the harassment continues. Any criminal acts will be reported to the police