



## ORDERING NOTES / TERMS & CONDITIONS

The following notes are intended to give a fuller explanation of the ordering process and include some important ordering points. They also serve as our our Terms and Conditions.

### COMPLETION OF ORDER FORM / ORDER INSTRUCTIONS

Please complete your Order Form as clearly as possible and before sending us your order, please take care to double check all details. Please always supply a contact telephone number, in order that we may quickly resolve any queries we may have. Unclear instructions and/or incorrectly completed Order Forms could result in a delay in preparing your proof(s).

### PAYMENT

Credit/Debit Card details or a cheque/postal order are required with your order. We will process your payment as soon as work commences on your order. Turnaround times could be affected by orders received without payment or incomplete/incorrect card details. Please do not email your credit/debit card details - if not being sent by post, we will take your card details over the telephone.

### PHOTOGRAPHS

**PHOTOGRAPH PRINTS FOR CARD ORDERS** All we require is a normal photograph print (any size from 5in x 4in up to A4) which is then scaled and cropped where necessary to fit. (Please note that it is always better to reduce a photo to the correct size. The quality of the photo could be affected with enlargement.) We may be able to "feather" (blur) the edges of the photo to create a softening effect. In order to create this effect, there should be plenty of room around the main subject of the photo. If the main subject of the photo is too close to the edge of the print, then it will become blurred with the edges!

**PHOTOGRAPHIC PRINTS FOR CANVAS PRINTS** should be high quality professional prints (i.e. not produced on home inkjet / laser printers. Ideally, prints should be a minimum of 10 x 8, but we have also achieved surprisingly good results with 5 x 7 prints. Please contact us if you're unsure.

All prints you send us should be of a reasonable quality and *not* produced on a home inkjet/laser printer. We can enhance poorer quality photographs and improve the final result. However, if we are supplied with photos of a very poor appearance, we are limited with the improvements we can make and cannot guarantee good final results. In the case of full colour cards and canvasses, we cannot guarantee exact colour matching to your original photograph - this is due to the scanning and print processes involved with producing your cards. Please never mark or write on your chosen photograph. Prints will be returned with your completed order. N.B. We cannot reproduce any copyrighted photographs without written permission from the photographer. FDS Cards reserve the right to refuse to produce cards they feel may offend.

**DIGITAL PHOTOGRAPHS FOR CARD ORDERS** You can send us digital photographs/images if you prefer. Just email us the images separately or supply on CD. Digital images should be the highest resolution your digital camera can provide but must be a minimum of 1280 x 1024 pixels for good reproduction. Please send us your image with no compression (maximum quality) and do not crop or edit your photo. Disks containing digital images will be returned with your completed order.

**DIGITAL PHOTOGRAPHS FOR CANVAS ORDERS** must be taken at the highest setting your camera allows and then sent to us at their full size with no colour/contrast adjustments or cropping. We will prepare the images in-house. The minimum resolution for good print reproduction should ideally be in excess of 4 megapixels - however, we have achieved good results with lower spec images so if you're unsure of the suitability of your image, just email it to us and we'll check it for you.

### COPYRIGHTED IMAGES

As it is generally impossible for us to know whether an image is copyrighted, by placing your order for a particular image to be reproduced in any form, you are acknowledging that you either own the copyright to that particular image or have express permission from the copyright owner to reproduce it.

### PROOFING

We have two proofing options:

1. "By email . . ." - Your artwork will be produced and we will then email a proof(s). Once you have thoroughly checked your proof(s), simply email us with any amendments or confirm that all details are correct. Where necessary, amendments will be made and your order will be produced.
2. "By post . . ." - Your artwork will be produced and we will then post you a proof(s). Once you have thoroughly checked your proof, simply complete the form, listing any amendments (if applicable) and then return your signed proof to us. Where necessary, amendments will be made and your order will be produced. With this option, it is important that you return your proof as soon as possible to limit any delays involved with the postal system!

We generally produce one proof per customer, but will produce a second proof if you or we feel it is necessary. If you do have alterations to make at the proofing stage, please mark them clearly in order that we can amend your card accordingly. It is important that you check your proofs carefully. We cannot be held liable for any further mistakes you notice after your order has been printed.

### TURNAROUND TIMES

**CARDS:** We endeavour to offer a fast turnaround for all our products. Typical turnaround time from receipt of order to despatch is around 5-7 working days but please allow up to 14 days. The turnaround times for Wedding Stationery and bespoke orders depend largely on the complexity of the design and the finished product (due to sourcing and extra proofing timescales) - we will provide you with an estimate of timescale for completion of your order once we have the full order details.

**CANVAS PRINTS: FRAMED PRINTS:** Typically 10 - 14 days from receipt of your proof approval. **UNFRAMED PRINTS:** Typically 2 -3 days from receipt of your proof approval. We always try to ensure your order is despatched as quickly as possible.

Please be sure to return your proof(s) to us promptly to avoid any unnecessary delay. Occasionally events beyond our control may unusually effect turnaround times to beyond 14 days. These events may include machine breakdown, postal delays and strikes, holiday periods such as Christmas etc.

### DELIVERY

Your completed order will be delivered to you by Royal Mail First Class Recorded Delivery or by courier. A signature will be required on delivery.

### REPRINTS

If you decide that you would like a reprint of your order, please telephone or email us for a quote and to arrange a reprint. Please be sure to request any reprints within 60 days of your first printing, as your artwork will be deleted from our system after this.

### PRIVACY STATEMENT

We do not pass on or sell our customers details to any other company or third party. Your photographs/images are used only to produce your order and prints/disks will be returned to you when your order is completed. We will contact you in the event that we would like to use your design as an example for marketing purposes and will not use any image supplied by yourself without your express permission. Any computer files containing artwork of your cards will be deleted from our computer system 60 days after they are printed. Reprints will not be available after deletion has taken place.

### COPYRIGHT

FDS Cards retain copyright of all designs contained within their brochure, website or other literature that may be distributed.