

## **Terms & Conditions**

By accessing this web site, you agree to be bound by these terms and conditions. Anna Whitford reserves rights to change these terms and conditions at any time and without notice. Your continued use of the site shall signify your acceptance to be bound by the last terms and conditions.

## **Orders**

By placing an order with Anna Whitford, you will be deemed to have read, understood and agreed to these Terms and Conditions. If you are unhappy with any aspect of these terms, then you should contact Anna directly before placing an order.

When we receive your order, we will process it and send you an e-mail confirming receipt of your order and the details of your order. Your order represents an offer to us to purchase a product, which is accepted by us at the time we send the confirmation email. If you order over the telephone (without providing an email address) then your telephone order represents an offer to us to purchase a product, which will be accepted by her as so indicated during our telephone conversation. We will include your receipt either via e-mail or included with the products you ordered.

Please ensure that the details you provide are correct. Please inform us immediately or any changes to the information that you provide in connection with your order.

Please email Anna when wanting to order a personalised item, whereby we can discuss your individual needs.

## **Materials:**

Anna Whitford works with silk dupion as the main body of the pillow and either soft faux suede, metallic leather or suede for the decorative application of flower. Depending on which colour you opt for.

## **Designs:**

Please refer to the Styles page for images of the existing designs in the permanent collection. Bespoke designs are also very welcomed and images of these are displayed on the bespoke page.

## **Delivery**

All orders within the UK will be sent via Special Delivery.

Deliveries outside the UK sent by methods we consider most appropriate with regards to cost and delivery time.

Delivery charges will be confirmed at the time of ordering.

You will receive an email notification of shipment. All delivery methods require an

authorized person at the delivery address to sign for the package. We do not take responsibility for the late delivery due to factors outside her control.

Customised items may have a longer delivery time and therefore will be notified of this. Please make it clear at the time of ordering, whether an item must be dispatched by a specific date.

Goods ordered for delivery outside the UK may be subject to import duties and tax, which are levied once the package has reached its destination. Any additional charges for custom clearance must be borne by you. We do not have control over these and cannot predict what might happen.

Risk of loss and damage of products passes to you on the date when the product is delivered to postal service.

All products are shown in Pound Sterling and are not subject to VAT.

### **Returns and Refunds**

Personal items are not returnable as they are bespoke to your requested needs.

Non-personal orders can be returned for a refund on item only, in its original package and unmarked and undamaged, within 7 days, but before the wedding date.

Approved returns within the UK must be sent via Royal Mail by Recorded Delivery and you must pay the shipment charges. Approved returns outside the UK must be returned via the same method they were sent and you must pay the shipment charges.

Anna strongly recommends that you obtain proof of postage when returning an item. Anna cannot accept responsibility for parcels lost in transit.

Approved refunds will be paid either by cheque or paypal.

### **Site Usage**

Copyright © Anna Whitford, 2005-2009. Please do not use anything without permission or without noting its origins on your blog or website, or any other media source.

Neither the site nor any content on the site may be reproduced, duplicated, copied, sold, resold, or exploited for any commercial purpose without Anna's written consent.

If you find something on Anna Whitford site and write about it, it would be greatly appreciated if you would note Anna Whitford as the source and credit it on your blog, website, or in the pages of your publication. A link back is always appreciated.

Design and layout is strictly the property of decor8. You are not permitted to reuse or

duplicate it.

All text, titles, photo layouts (i.e. collage), and overall site layout are created solely for Anna Whitford and protected by Intellectual Property Rights.

Any photos credited taken by Anna Whitford for the site are also protected. Violation of these terms constitutes a violation of copyright.

Where a link takes you to another site, these linked sites are not under control of Anna Whitford and is not responsible for the contents of any linked sites.

Now that we got all of that out of the way, please enjoy my Site and make sure to share it with your loved ones. Thank you!