

## Terms and Conditions

### **How do I place an order?**

We operate a secure online ordering system 24 hours a day, 7 days a week, enabling you to place your order online at anytime. To order online, please place your selected items in your shopping cart and proceed to the checkout. We accept all major credit cards: MasterCard/Visa/Switch/Visa Debit. Your credit card details are encrypted by Paypal making ordering online 100% secure. All your personal details are safe and are not passed on to any third parties. Once you have completed the checkout, you will be emailed your order confirmation. Please ensure your email address has been entered correctly and that your email account is not treating our email as SPAM. If you have not received this within 24 hours, please contact us.

### **Are online transactions secure?**

Shopping with JJP Weddings & Events is completely secure. Paypal ensures that your payment card and personal information cannot be intercepted during the ordering process.

### **What is the delivery charge?**

Delivery charges start from only £2.00 and will not be over £15.00 (applies only to UK mainland)

### **We do not ship outside UK.**

### **When will my order be delivered?**

The dispatch time for products can take upto 3 weeks however if items are out of stock they can take up to 6 weeks so please make sure you order your items in advance of your event.

Please note where multiple products are ordered your complete order will be dispatched when all products become available, i.e. the latest dispatch time.

If you are unsure of the estimated delivery date please contact us.

### **What delivery method do you use?**

All orders are delivered by Royal Mail 1<sup>st</sup> Class recorded Monday – Friday 9am – 5pm depending on size/weight. Saturday Delivery is available at an additional charge; please contact us if you would like a Saturday delivery. To ensure you have received your order, a signature will always be required upon delivery. We can deliver to any UK address but someone must be available to receive and sign for your order.

### **What if I miss my delivery?**

If you have missed delivery Royal Mail will leave a Delivery Attempt card with further instructions on collection. Items

will be held for 5 days with Royal Mail. After this time, your order will be sent back to us and a re-delivery charge will apply.

### **Returns**

We only except returns if they are damaged.

Please note that ALL returns must be authorised and sent back to us within 10 days from the date of despatch, unused, in original packaging for an exchange or full refund. We reserve the right to reject any returns and exchanges that do not meet these conditions. All delivery and handling costs are non-refundable.

When returning your items, please make sure to include the original invoice otherwise your returns procedure will be delayed. We advise that you return your items on a Recorded Delivery service that requires a signature for proof of delivery as JJP Weddings & Events will *NOT* accept any responsibility for items that get lost in the post or undelivered. It is your responsibility to ensure items are safely returned to us within the 10 days.

It is your responsibility for the cost of returning the goods. All credit card refunds will be subject to a 5% transaction fee.

### **Privacy Policy**

JJP Weddings & Events strives to offer its visitors the many advantages of Internet technology and to provide an interactive and personalised experience. We may use Personally Identifiable Information (your name, e-mail address, street address, telephone number) subject to the terms of this privacy policy. We will never sell, barter, or rent your email address to any unauthorised third party.

If you have any further questions please contact us.