



## Terms and Conditions

### Payments

If ordering by mail order you must send a cheque and postal order payments with your order. All payments must be in pounds sterling (GBP) as bank charges for exchange from other currencies is prohibitive.

### Order Process

On receipt of your order we will send you a confirmation email and pass the order to our printers for printing and despatch. Once your cheque has cleared we will despatch your order.

### Colours

The colour of prints may vary slightly from that shown on the website due to the limitations of browser software and monitors.

### Delivery

All UK orders will be sent by 1st class recorded delivery post. Overseas orders will be sent by 'signed for' airmail post except A1 and A0 size prints which may be sent surface mail and may take longer to deliver. A delivery note will be included with each EU order. A pro-forma invoice will be included with all other overseas orders to comply with export regulations.

### Prices

The prices quoted are the full costs including postage and packaging costs. As we are not yet registered for VAT no taxes have been charged. Non-EU customers are responsible for any additional local or national taxes or import levy imposed by their local, state or national government.

### Cancellation

Under the Distance Selling Regulations you have the right to cancel your order for any item purchased from Celtic Fusion within seven days of you receiving our order confirmation email. If we have not yet despatched the print(s) we will cancel your order and make an immediate repayment in full. You can cancel your order by phone or email but please remember to include your order number, name and address either in the email or on the answerphone if we are not available in person. If you are only cancelling part of the order remember to tell us which print(s) you wish to cancel.

### Returns

If we have already despatched an order you wish to cancel you will need to return it to us within 30 days of receiving it - although we won't argue over a few days. You will have to pay the postage for this and would recommend you use 'recorded delivery' for your own peace of mind and protection. On receipt of returned print(s) will refund their value. This will be the price you have paid less any postage and packaging costs we can't recover. We will notify you by email when we receive your return package and let you know the amount we are deducting for postage and packaging costs.

### Faults

All our prints are individually printed to your requirements. They are carefully checked, packaged and despatched by our print partners. In the unlikely event of a print being defective or damaged we will, of course, refund the total cost of the print(s) plus your postal costs to return it to us.

### Mistakes

We are all human and can make mistakes. If we or our print partners do make an error with your order we will make a full refund including your postal costs to return the print(s) to us.

### Privacy

Celtic Fusion we strive to protect your privacy and rights. Please see our full terms and conditions on the web site for full details of our policy.

### Complaints

If for any reason you are not completely satisfied with our service, please tell us. We take customer service seriously and will do all we can to resolve any problem satisfactorily. Phone, email or post your comments and we will try to acknowledge your complaint within three working days and resolve it as soon as possible.

### Disclaimer

Whilst we try to ensure that all information on this website is correct none of us is perfect - if you see what you think may be an error please tell us. Products and services are subject to availability and may be withdrawn or changed at any time. We can accept no responsibility for any other site we may include in our list of links but please let us know of any broken links or problems you encounter with other sites. Your statutory rights are not affected.

### Legal

Orders placed constitute a contract between you and Celtic Fusion and will be governed by and construed in accordance with the law of England and Wales and both you and Celtic Fusion agree to submit to the exclusive jurisdiction of the courts of England and Wales.

### Copyright

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