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The terms and conditions set out in this document are current as at 1 January 2015.

PRICING

Kiki and Poppi is an Australian owned and operated business. All prices are in Australian Dollars (AUD) and are subject to change with availability. All prices on our site and Facebook page are in Australian dollars.

Kiki and Poppi reserves the right to update pricing at any time without notice, however prices at time of client deposit will not change.

PAYMENT & ORDERING

A 50% deposit is required before Kiki & Poppi commence designing. Payment can be made via direct bank deposit or cash. When making payments by direct bank deposit, it is recommended that The Client makes reference to their name in the description section. An email once a deposit has been made would also be appreciated.

In the instance of additional alteration charges, the order will be held from delivery/collection until full payment has been made.

Direct deposits can be made to:

Kylie Munchenberg
Commonwealth Bank
BSB: 065 106
Account Number : 1034 3107

DESIGN PROOF

A PDF or low resolution jpeg proof will be emailed to The Client for approval before printing. Once The Client has checked and approved the proof, an approval email must be sent to to: info@kikiandpoppi.com.au

Once the approval email has been received, the job will be sent to print and The Client will be advised of a collection date. Orders can be collected from 41 Sherbourne Road, Medindie Gardens, unless otherwise negotiated.

Please note that delivery times alter:

Birthdays invitations - allow at least 2 weeks from approval of proof to pick up
Wedding stationery - allow 4 weeks from approval of proofs to pick up
Baby Joys - allow 3 working days from approval of proofs to pick up

PROOFREADING CONTENT

The PDF or jpeg proof is sent to The Client to check and carefully proofread before it is sent to print. The Client is responsible for all copy and images. The Client must ensure that all spelling, capital lettering, punctuation and spacing is correct, particularly on the guest list as an automated system is used and the list will be printed exactly as supplied.

Kiki & Poppi will not take responsibility for these mistakes and any extra printing required will be at The Client's expense. Please be aware that due to variations in monitors, the colours and images may vary slightly on screen to that of the finished product.

MAKING CHANGES/AMENDMENTS

Standard pricing includes the placement of wording/images into the chosen theme/layout, plus one set of text amendments at proof stage. It is advised that all text supplied is as final as possible. One set of text amendments at the proofing stage is included in the price. Additional emailed proofs are available at an additional charge of \$15 each.

Alterations to the order may be made until the final PDF proof is approved. Once approved, no alterations may be undertaken.

Emailed, SMS and/or signed approval to Kiki & Poppi will confirm the completion of the order.

PRINTING/COLOUR

All stationery is professionally printed, having been prepared by a graphic designer to achieve high quality of prints; however it is possible that subtle colour variations can occur between each piece. This is not a fault of the designer, but a natural effect of the printing process. There can also be a colour variation between paper stock. Each paper stock absorbs ink differently therefore might have a slightly different outcome. Stationery cannot be refunded or returned because of normal printing effects.

Kiki & Poppi takes pride in the quality of the work produced and assure that all of our stationery is printed to the highest professional standards.

SAMPLES

It is possible for a variation in colour to occur between the sample pack products and the finished order. Samples printed on shimmer stock will also vary in colour to those printed on metallic, matte or gloss stock. As each order is printed individually, Kiki & Poppi cannot guarantee exact colour matches to samples or swatches supplied.

WRITING ON STATIONERY

The stationery is not designed to be put through another printer to type the names of guests. If this is The Client's intentions, it is advisable to test the pen first to avoid smudging and double printing.

QUANTITY

A minimum order of 25 items per stationery piece is required. It is advisable to allow a minimum of 5 spares and an additional 10% of the ordered quantity as subsequent orders will incur the minimum quantity of 25 charge. Additional setup fees will also be incurred.

DELIVERY TIMES

Delivery times are dependent upon workload and the size of the job, however as a guide please allow:

- up to 6 weeks from start to finish for birthday & christening invitations
- up to 6 months for your wedding stationery (this includes consultation time, design and printing time and delivery of invitations to guests 2-3 months before the wedding)

Urgent orders may require an additional loading fee depending on scheduling and client request. This will be advised if applicable.

Delivery times quoted are approximate and depend on the speed in which information is supplied and approval of proofs.



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SUPPLYING IMAGES AND/OR PHOTOGRAPHS

Images and photographs can be supplied either via email, post or on USB. Kiki & Poppi will not be liable for photographs or disks lost in the mail. If this is a concern, then it is up to The Client to keep an additional copy. Items will be returned once your order is complete.

Please ensure digital images have been taken at a minimum of 300dpi resolution. Kiki & Poppi will examine images upon receipt and advise if they are suitable quality to print from.

Please be aware that printed images may differ in colour, darkness/brightness and quality to that of professionally printed photographs on photographic paper, and how they appear on screen. This is due to the different printing process and techniques used to create a design file.

Kiki & Poppi will not be responsible for variations in colour/quality due to normal printing processes, or for flaws in the image that The Client has supplied.

OWNERSHIP OF PHOTOGRAPHY

By supplying images to Kiki & Poppi for use in stationery, The Client certifies that they are the parent or guardian of the baby or child, or have obtained the consent of the parent or guardian to use the photos provided.

The Client also agrees to hold harmless and to indemnify Kiki & Poppi and its agents, for all liability, damages and expenses it may incur as a result of processing and printing copywritten photographs and reproduction.

CANCELLATIONS AND REFUNDS

Please choose carefully. Due to the nature of the work and time involved in creating the stationery, Kiki & Poppi cannot refund payment once the design process and printing has begun simply because The Client has changed their mind.

Client Privacy

At Kiki and Poppi, we respect your privacy and will not disclose, exchange or sell your personal details to any third party. Your personal information will remain secure and confidential and will only be used to process your order or to inform you of special offers.

RETURNS

Kiki & Poppi is confident that The Client will be happy with the quality of the products produced. Kiki & Poppi take great pride in the product quality. Kiki & Poppi's commitment to excellence and appreciation for the privilege of being chosen to be part of The Client's special occasion is what sets them apart from competitors.

Kiki & Poppi is sorry that returns or refunds for a change of mind cannot be made. However, if The Client is not satisfied with the finished product for a valuable reason, it is recommended that they made contact within 7 days of collection to initiate an exchange or return. In addition, due to the personalised nature of the products, Kiki & Poppi cannot accept returns based on The Client's input errors, including type errors and layout mistakes.

Kiki & Poppi sincerely apologise if mistakes have been made on our behalf. Be assured that all mistakes will be fixed as quickly as possible.

ACCEPTANCE OF TERMS & CONDITIONS

Payment and approval of stationery is considered acknowledgement and acceptance of these terms and conditions.