

Our Policies, Terms & Conditions¹.

1 Applications

All bookings for Services from Ceramimagic are made on these Terms & Conditions only to the exclusion of any other terms & conditions, whether written or oral. No alteration to the Terms & Conditions is valid unless contained in a letter signed on behalf of the company by an authorised signatory.

2. Pricing & Payment Terms

- i. **Price Changes:** All prices are subject to change. Customers will be notified of any changes at time of booking.
- ii. **Deposits:** All mobile bookings are subject to a 50% deposit. Other bookings or orders may be subject to deposits at the discretion of Ceramimagic, and the amount of deposit required will be indicated at time of booking.
- iii. **Payment Methods:** Customers may pay by cash or cheque.
- iv. **Payment Timing:** Full Payment (minus any deposit made) must be made to Ceramimagic on completion of the service. In the case of *Party in a Box!*, full payment must be made before it will be delivered. No finished goods will be delivered before full payment has been received.
- v. **Timing:** Party in a Box! and any other post or courier items that require returning for glazing and kiln firing shall be returned to Ceramimagic within 30 days of initial receipt, returns after this period should be discussed with Ceramimagic and may incur additional charges.

3. Availability of Products

Ceramimagic reserve the right to discontinue products, to change specifications, or price of it's products at any time without notice & without incurring any obligation whatsoever.

4. Safety of Products

All paints available for use by the public in *Party in a Box!* at parties or studio are lead-free and non-toxic (unless advised otherwise). All under glazes, glazes & paints used by Ceramimagic are water soluble (unless advised otherwise). As such, the purchaser agrees to assume all liabilities for any and all damages or consequential damages, resulting from use, misuse or accidental spillage, of our products by the event/party organiser, their guests and attendees. The purchaser further agrees that Ceramimagic shall not be responsible, accountable, or liable in any way for bodily injury resulting from the misuse of any equipment supplied by Ceramimagic for use at your party/event/studio.

5. Delivery policy

- i. Deliveries will be made either in person, Royal Mail 1st class recorded post or courier unless otherwise stated at time of booking. Ceramimagic will make every endeavour to package items appropriately and handle them with care.
- ii. Ceramimagic cannot be held responsible, accountable, or liable for any loss or damage to your finished pieces, howsoever caused, once the finished pieces are in the hands of a postal/delivery agent other than a Ceramimagic employee.

6. Refund/return policy

- i. In the event of loss or damage occurring during the Glazing or Firing process, or during delivery by a Ceramimagic employee or a postal/delivery agent, Ceramimagic accepts no responsibility or liability for claims in relation to 'emotional distress' or 'trauma'.

ii. The purchaser agrees that Ceramimagic shall be liable only for the cost of replacement and/or refund to the original value of the item.

7. Cancellation policy

i. Customer Cancellation/Non Attendance

In situations where a customer cancels a party, event or goods order for any reason whatsoever, Ceramimagic will at the discretion of the management, endeavour to supply services or goods at a mutually convenient alternative time and in no event shall Ceramimagic be liable for any other losses including loss of profit or consequential loss.

ii. Ceramimagic Cancellation/Non Attendance

Ceramimagic will not be liable for any delay or cancellation of the services or goods caused by circumstances beyond our control (including but not limited to fire, flood, strike, exceptional traffic circumstances, lack of adequate power or breakage or failure of machine or apparatus). In such circumstances Ceramimagic will use its best endeavours to arrange an alternative time suitable to both parties for the performance of its services or supply of goods. Where Ceramimagic fails to carry out an agreed service due to circumstances within our control, our liability shall be limited to providing the agreed service at no additional charge at a mutually convenient alternative time and in no event shall Ceramimagic be liable for any other losses including loss of profit or consequential loss.

iii. Refund of Deposits

Deposits made are non-refundable under any circumstances, but may be transferrable at the discretion of Ceramimagic.

8. Promotions & Special Offers

From time to time Ceramimagic may offer promotions & special offers. No two or more such offers or promotions may be used in conjunction with one another. Additional terms & conditions may apply to such offers.

9. Complaints

In the event of you being dissatisfied with the service or goods you have received from Ceramimagic, you should contact us within 4 days. Ceramimagic will endeavour to ensure that all your concerns & complaints are resolved quickly and amicably.

10. Privacy policy

Ceramimagic takes its responsibilities regarding the protection of personal privacy very seriously.

Any personal data or information given will be held securely and processed in accordance with the requirements of the 1998 Data Protection Act.

Any information you give will be held and used by Ceramimagic to perform the business for which we are registered. This may include sending you details of Ceramimagic offers & services that may be of interest to you.

Ceramimagic will not disclose your data to any third party.

By choosing to submit any personal data, you are thereby giving your consent for that data to be held and processed for the stated purpose or purposes. If you find that such information is not available, or if you feel that it is unclear or inadequate, please *email* us