

Jessica Claire Designs

133 Unicorn Avenue. Eastern Green. Coventry. Telephone. 024 7646 5577

Customer Order Form – Order No

Date

Name-	Address-
	Post code-
Telephone No- Mobile-	
Date of Wedding-	
Wedding Venue- Time-	

<i>Hire/ Buy</i>	<i>Description/colour</i>	<i>Colour</i>	<i>Colour</i>	<i>Qty</i>	<i>Unit Cost</i>	<i>Total Cost</i>

Sub Total-	-----	£
Dep- 25%-Hire		£
Dep-50%-Buy		
Final payment-		£

I agree to the terms & conditions and confirm my order is correct:-	
-----Signature -----	Date

Hire ---Terms and Conditions

1. If after acceptance of the booking by the company, the customer wishes to alter the date or place of the booking, it is necessary that written notice should be given to the Company. The Company are not bound to accept the alteration and will not be considered to have done so until confirmation in writing is given to the customer, if the Company is unable or unwilling to accept the alteration , it has the discretion to be entitled to retain the deposit paid.
2. The Company uses its best endeavor to select the most suitable type of products, and goods needed to produce the required finished product. The Company reserves the right to replace the items with the nearest equivalent product, should the product be unavailable.
3. In the event of cancellations, booking fees are not refundable.
4. A booking fee of 25% of the order is required to book our services, the final 75% of the balance is due 4 weeks before the Wedding Date.
5. A £100.00 refundable bond will be required on the hired goods, (separate cheque payable with final payment) . Items must be returned in the condition and quantity that they were hired. **Any damaged goods or goods not returned must be paid for in full.**

NB – Replacement cost per chair cover = £30.00

Replacement cost per bow = £3.00

6. Cheques Payable to -Jessica Claire Designs

Buy --Terms and Conditions

By placing an order with Jessica Claire Designs, you will be in acceptance of these Terms and Conditions, which form a legally binding contract between you and the Company.

Order

The Company uses its best endeavor to select the most suitable type of products, and goods needed to produce the required finished item. The Company reserves the right to replace the items with the nearest equivalent product/colour, should the product be unavailable.

The ordered goods remain the property of **Jessica Claire Designs** until final payment has been received.

Delivery

All items are delivered by hand if local to our business, or recorded/special delivery and do need to be signed for. This system allows for the electronic tracking of all items despatched.

Delivery times are estimated and do not form part of the contract. We aim to dispatch your goods within 4 weeks of your order. If your required date is less than our normal delivery please telephone the office to request an urgent delivery, this will be subject to an extra charge.

Address Requirements

We will not deliver to a PO Box number. It is your responsibility to ensure that the delivery address given is correct.

We will

1. confirm an order and expected delivery date.
2. Inform you when the goods have been dispatched.

NB any goods that fail to be delivered because of incorrect information, the company will not be held responsible and you the customer will be charged for the cost of re-posting.

Returns Policy

Upon receipt of your order it is your responsibility to **inspect immediately**, If you are not totally satisfied with the order you must contact us within 2 days of receipt of delivery. You will be given a number which will be your code for the return goods authority. The goods must be returned to us, via recorded or special delivery within 5 days. The cost of returning the goods is the responsibility of the customer unless the items are faulty. If this is the case then we will credit the cost of the postage back to the customer. Please allow 21 days for the replacement items to be delivered to you

NB No refunds will be allowed on goods returned, worn, soiled or damaged.

Returns Address

Please contact the office to inform us of any problem and we will give you a return address and number.

NB Recorded or Special delivery only, this will be proof of postage.

Cancellations

Cancellations must be received in writing within 7 days of order. Thereafter all orders will be considered a legally binding contract.

Deposits are non refundable, of which covers the cost of administration.

We hope that you are fully satisfied with your order and will recommend us to family and friends.

Thank you for your order. Jessica Claire Designs

