

RAVISSANT EXQUISITE PAPER FILIGREE TERMS AND CONDITIONS

All business dealings with Tracy Balkin, trading as Ravissant Exquisite Paper Filigree, are subject to the following standard Terms and Conditions of trade:

1. Measurements and designs will be agreed upon prior to quotation, and any subsequent variations may be subject to additional costs. You warrant that any designs, images or artwork you request do not infringe the intellectual property rights of any third party and you hereby indemnify us and hold us harmless against any claim (or threatened claim) that may arise in this regard (including all legal costs, liabilities, damages and expenses).
2. Quotations will be provided verbally or in writing.
3. Orders must be made in writing, either by way of an e-mail or returning a signed copy of the quotation.
4. A deposit of 50% of the quoted price must be paid prior to commencement of the work. The balance of 50% of the quoted price, plus any variation costs, must be paid on or prior to delivery.
5. Turnaround times vary in accordance with the complexity of the work but will take from 4 to 12 weeks from receipt of the written order and payment of the deposit.
6. Any work that is required to be completed urgently and not in accordance with point 5 above, may be agreed to at our discretion, but will be subject to a surcharge.
7. **Delivery:**
 - 7.1. Completed work will be packaged by us for delivery.
 - 7.2. Delivery costs will be separately itemised in the quotation.
 - 7.3. All work is supplied "ex gallery" and we take no responsibility for loss of, or damage to the work during delivery, unless delivered by us. In such cases, the risk passes to the purchaser on delivery.
8. Artwork must not be subjected to direct sunlight as it causes colour fading and quality deterioration.
9. **Guarantee:**
 - 9.1. Our materials and workmanship are guaranteed for a period of 12 months.
 - 9.2. Should any claims for defects be made during the guarantee period of 12 months, the defects will be rectified free of charge.
 - 9.3. Should any claims for defects be made after the guarantee period of 12 months, the defects will be rectified subject to acceptance of a rectification / repair quotation.
10. All reasonable care will be taken to protect any customers goods in our possession, be it raw materials or otherwise, but we accept no responsibility for loss of or damage to such goods.
11. All work commissioned is, and remains our intellectual property, and it may not be copied (photography excepted), modified, adapted or reproduced or otherwise used for any purpose whatsoever (other than for private display) without our prior written consent.

Banking Details

Bank:	Investec Private Bank
Branch Code:	580105
Account Number:	10011333989
Account Type:	Current Account
Account Name:	TR Balkin
Payment Reference:	Name, Surname and Quote / Invoice Number