

TERMS & CONDITIONS

IMPORTANT NOTICE FOR EU CUSTOMERS: Customers in the EU are responsible for all customs, duties and fees once the parcel has arrived in the destination country. Delivered Duty Unpaid (DDU) means that the recipient is responsible for paying the destination country's customs charges, duties, or taxes. Parcels will be held by customs until any outstanding payments are made. Any payments not received may result in parcel being returned, delayed or in some cases destroyed.

REFUNDS POLICY

We will only offer a refund if the item is found to be faulty or if the authenticity has been proven to be in question.

Refunds are not issued if the item is found to be inappropriate, product descriptions accompany every item and if requested more details can be supplied to assist your purchase decision.

You have the right to change your mind about a purchase, but you must inform us of this decision within seven days and return the item immediately.

This condition does not affect your statutory rights.

Return postage for returns made within 14 days in the UK is refundable. No refunds will be given for postage after 14 days. Return postage for breakage, damage or trade within 14 days is capped at £40.

We make every effort to ensure that you are happy with our service. However, if for any reason you are not satisfied with the service you have received, please let us know within seven days of receiving your purchase.

DESCRIPTIONS

We describe the items for sale as accurately as possible. If the purchaser is in any doubt whatsoever about the description, he or she should contact us prior to purchase. Please view our photography of the item and the accompanying description, we will always detail the item as much as possible. Photographs of personalities signing are available where we have had permission of the signee to use a photo of them signing.

Signed items do vary, as signatures change over time and vary from item to item, but every signature is authenticated and guaranteed genuine.

ITEMS IN STOCK

Our website is updated weekly but sometimes the item that you have requested may have been sold or temporarily out of stock. If this is the case we will contact you as soon as possible.

PAYMENT

Payment can be made online via PayPal, Stripe, bank transfer, MasterCard, Switch, Visa, and cash on collection by arrangement.

DELIVERY

All 'In Stock' orders that are received before 1pm, should be despatched from us within 3 working days via Royal Mail or courier, subject to security checks and payment clearances.

Our standard service for UK orders is a 3-5 working days, next working day service available on request, subject to availability. Deliveries can be dependant on our friendly courier drivers and postal workers.

European and Worldwide delivery can take up to 14+ days after being despatched and are subject to customs clearance. Please note, we cannot deliver to PO Box addresses overseas. For bulky items, there will be a postal surcharge dependent on weight and measurements, if you are unsure or would like a quote, please call.

CUSTOMS

When ordering mail-order goods for delivery overseas, you may be subject to import duties and taxes which are levied once a shipment reaches your Country. Any additional charges for customs clearance must be paid by you, we have no control over these charges and cannot predict what they will be. Customs policies vary widely from Country to Country and you should contact your local customs office for further information. Additionally, when ordering, you are considered the importer and must comply with all law and regulations of the country in which you are receiving the goods.

INSURANCE

Our own Goods in Transit insurance covers all of our goods.

OWNERSHIP

All goods remain in the ownership of Photo Finish until they have been paid for in full.

CANCELLATION RIGHTS (Regulation 10, September 2006)

Under the "Guide for Businesses on Distance Selling", (DTI / Office of Fair Trading, September 2006) consumers have the opportunity to examine goods purchased "by distance" when they receive them. When a distance customer cancels a contract to which

the cancellation provisions apply they are entitled to a refund of any money they have paid in relation to the contract even if the goods are not defective in any way. These cancellation rights end seven working days after the day on which they received the goods.

The cost of returning the goods (the same as the cost of the original supply) will be borne by the consumer.

DATA CONSENT

By making a purchase from Store you agree to join our mailing list, you can unsubscribe at any time, we do not share your data with any third parties without your consent.

PRIVACY POLICY

This privacy policy sets out how Photo Finish uses and protects any information that you give Photo Finish when you use this website.

Photo Finish is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

Photo Finish may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes.

We may collect the following information:

- name and purchase history
- contact information including email address
- demographic information such as postcode, preferences and interests
- other information relevant to customer surveys and/or offers

What we do with the information we gather:

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping.
- We may use the information to improve our products and services.
- We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided.

- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, social media or mail. We may use the information to customise the website according to your interests.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways:

- whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes

- if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at sales@thesignaturestore.co.uk

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

You may request details of personal information which we hold about you under the Data Protection Act 1998. A fee will be payable. If you would like a copy of the information held on you please write to us using the address on the contact page.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

SERVICE

We are proud of the service we provide, for a small company, we have achieved award winning levels of customer service, and have been awarded the highest ratings on third party selling platforms.

Occasionally things go wrong, so if you have an issue, please let us know within seven days of your purchase, refunds for any reason are not available after this time has elapsed.

Photo Finish reserves the right to cancel a sale, refund a customer if an item cannot be supplied as advertised, and we can refuse your patronage, which will be reviewed at the Directors discretion.

Limited Company, English laws apply.

ENQUIRIES

sales@photo-finish.co.uk