



TERMS AND CONDITIONS OF SALE

PURCHASING WITH ETERNAL STATIONERY

By purchasing any of our items through our online store or directly, you hereby accept all Terms and Conditions. Terms and Conditions may change at any time without notice.

PRIVACY

Personal information provided to Eternal Stationery (including guest lists) will under no circumstances be given to third parties, unless it is necessary in the normal course of business, e.g. credit card processing with PayPal, or such release is required by a court of law.

SAMPLES

Samples are sent to you by surface mail and are intended as a guide. Limited to one pack per design. 3x samples in total. Samples are available for most designs.

PROOFS

Artwork proofs are for content verification only and do not represent the final printed material on specified stock. Colours/type on screen will always appear different to the printed material. For example, printing the same document both on uncoated paper and coated (metallic) paper will show a large difference between the two paper types.

Proofs have been aggressively down sampled to allow for transmission via email. This may cause images to appear jagged, or blurry in the proof. Proofs are not to be considered as colour/sharpness-accurate, even on colour-managed screens.

Computer monitors and browsers all have different colour calibrations. A machine proof should be considered if an exact match is vital.

A low-resolution PDF or .jpg/.png proof showing the layout and spelling of your wording in your chosen fonts will be sent to you via e-mail within 2-3 working days upon receipt of full payment or a 50% deposit of your invoice total. Your suite has two proof amendments and one font change included. Any further changes will incur an additional fee.

Amendments or corrections to your proofs will be issued via email and a final artwork proof will be emailed to you. These proofs need to be approved (signed and dated) before we can proceed.

If the final proof is signed off and the client wants to change something or notices an error before the job has been sent to print, then the proofing process will continue again.

If changes need to be made and printing has begun, reprints are at the client's expense.

It is the client's responsibility to check all proofs are correct. Final responsibility for approving all information rests with the client. A signed approval is legal and binding. The client agrees with the artwork and gives Eternal Stationery the okay to print and produce the goods.

ERRORS AND OMISSIONS

Errors and omissions can be costly, not only financially but also on the day if you have told your guests a different start time, for example and the error was never picked up.

Whilst every effort has been made to ensure that your proofs are correct, we are only human and errors do happen. It is your responsibility to check all proofs and give the final approval.

Once the final artwork approval has been received, we will not be liable for any mistakes, errors or omissions. It is vital that you go over all the text, font, graphics, venue details, names, times, dates, numbers, addresses, etc.

We are happy to reprint your stationery at a discount in the case of an error found upon delivery.

PAYMENT TERMS

Payment can be made by bank transfer, PayPal or credit card

► Payment in full is required for any digital / printable item prior to artwork design commencing.

► Payment in full is required for any physical DIY item prior to shipping.

► Payment in full is required for sample items prior to shipping.

► Payment in full is required for physical letterpress / hot foil stamped stationery prior to artwork design commencing.

► A non-refundable deposit of 50% is required for any physical invitation/stationery bulk orders. This deposit is required for your first set of proofs and holding of your materials. The remaining balance (50% unless you added items on) will be due before printing and assembly can begin.

PRICING

All prices are in Australian Dollars. All prices are subject to change without notification. Eternal Stationery reserves the right to charge at current rates for additional costs incurred as a result of any variation from the agreed original price.

Failure to make a payment may result in additional debt recover fees or court costs. This includes solicitor costs. An unpaid customer will be liable to pay all debt recover fees along with business interruption and damages as they are in breach of our contract.

CALLIGRAPHY ERRORS

If you are writing on your stationery, it is advisable to test the pen you are planning to use first to avoid smudging and double printing. We recommend that you allow at least 5-10 spare invitations in your order quantity to allow for calligrapher errors.

TURNAROUND TIMES

► For digital / printable items please allow 1-3 business days for proofs to be emailed to you.

► For physical samples, please allow 2-10 business days for the making and dispatching.

► For bulk invitation and stationery items, please allow 2 – 4 weeks for the processing and dispatching. These times are from confirmation of approved artwork and not from the date of purchase.

*Larger jobs, letterpress / foiling jobs or special-order jobs may need extra time and this will be communicated to you prior to artwork commencing.

► Turnaround time does not apply to shipping time. Shipping times vary across countries. Although we will try everything to make sure you receive your order on time, we cannot guarantee this will happen if something happens out of our control. It is up to you to leave enough time when ordering.

On average invitation orders should be placed at least 8 weeks in advance of the required delivery date.

PRINTING

As all stationery text is printed digitally it is possible that small colour variations can occur. This is not a fault of the design but a natural effect of the printing process. Stationery cannot be refunded or returned because of normal printing effects. We take pride in the quality of our work and assure you that all of our stationery is printed to the best of our ability.

Colours/type on screen will always appear different to the printed material. For example, printing the same document both on uncoated paper and coated (metallic) paper will show a large difference between the two paper types.

Printing on envelopes/cardstock - Due to the nature of envelope printing and the texture/finishes of the paper and settings needed to print, it is uncertain how these will print from batch to batch. Double creasing or bowing may be present but does not affect the overall look or use. We can supply envelope samples with your chosen paper but if this is a concern for you or supply envelopes not printed or with an address label. Let us know before proceeding with your order as we take no responsibility once you receive your invitations if you are not happy with the finished result.

Printing on slightly textured/textured and recycled cardstock - This cardstock has a unique tactile appearance that is tough, durable and robust. Being a 100% recycled product, these cardstock features flecks of natural fibre within the card, giving a rustic feel. No two sheets of this card are identical, and there are imperfections in this card, which lends itself favourably to the end finish of the product. Variations in the printing may occur due to the flecks of natural fibre and texture of this card. Please contact us if before you purchase if this would impact your finished product.

Due to the nature of chemical ink toner and finishes on cardstock - air/light quality may trigger changes in colour and oxidation after a long period of time in certain conditions. This is the nature of these products and unfortunately, we have no control over them.

STOCK AVAILABILITY

All stock/designs are listed as "In stock" or "available for purchase". Due to the difficulty of tracking stock in real-time and that all stock is seasonal and subject to supplier availability, please check with us to ensure that your order components/items are currently available. Stock/components that unexpectedly become unavailable/out of stock/discontinued or due to internal or external factors that stop business such as but not limited to, difficulties in obtaining raw materials, labour, workers illness, death, fuel, acts of God, war or threat of war, breakdown in machinery, strikes, lock-outs, other industrial action or trade disputes. Eternal Stationery will not be held liable to the customer or deemed to be in breach of contract of sale. We will always do our best to work with our customers and substitute another other item of equal value that are available at the current time.

CANCELLATION OF ORDER / REFUNDS

► Digital downloads are files that you instantly download once checkout is complete such as invitation templates or pre-made graphics. Due to the nature of digital download products there is strictly no cancellation or refund.

► Printable files are a file for stationery that we customise for you and email the digital file to you for you to print. If you have just placed an order and we have not started to put together your first proof, you are able to cancel and receive a refund less the cancellation fee of \$10.

► DIY Materials / Supplies - If we have not ordered or shipped your items you are able to cancel and receive a refund less the cancellation fee of \$10. Once shipping has taken place, your order cannot be cancelled or refunded.

► Handmade stationery are wedding and event invitations, save the dates, place cards, menus and programs that we will be printing, assembling and shipping. If you have just placed an order and we have not started to put together your first proof or ordered special items for your order, you are able to cancel and receive a refund less the cancellation fee of \$10. If your first proof has been emailed, a cancellation fee of 50% of the total order applies. If printing has occurred and you have paid in full, there are strictly no refunds.

*Cancelling an order, no matter how small or large, it is major inconvenience due to the internal processes we have in place. As such every cancelled order will incur a cancellation fee. All sales are binding and buyer acknowledges having read the item description and shop policies prior to placing an order. Shipping and handling costs are non-refundable.

PRODUCT SIZES

Product sizes indicated on this website are approximate only and may vary item to item.

TAX AND IMPORT DUTIES

Most countries may charge tax and import duties on international shipments. As the buyer, you will be responsible for all taxes and import duties and other charges your home country may make. Some packages can take up to 2 weeks while others can take several weeks. It all depends on the country and their procedures.

Eternal Stationery will not be responsible for any customs delays, taxes or fees. These fees are not negotiable and we do not refund them as they are your responsibility to pay. Please consult your country's tax and duties policy before placing your order.

By purchasing any of our items, you hereby accept all Terms, Conditions & Policies. These may change at any time without notice.

FAULTY PRODUCTS

If you receive your stationery and noticed that 1 or more of your items are damaged/faulty you must notify us in writing and include photos with your claim within 3 days of receiving your items. The faulty/damaged items must be sent back to us as you have received them. Once we receive them and upon review of each individual circumstance if we are at fault we will happily replace all damaged/faulty items. If the fault is caused by third parties out of our control once it has left our studio e.g. - The courier - we take no responsibility and for more information see "Loss of Parcel/Damaged goods due to courier" point in this document.

MARKETING

To show where our stationery was proudly made and to protect our intellectual property we print/emboss most of our stationery with a small link to our website or our logo which maybe on the back of the invitation or envelope. If this is a problem for you please let us know before approving your final proof. A fee of \$70 may apply for the removal of this marketing stamp.

MINIMUM ORDERS

Most of our stock has a minimum order of 10 units for all orders excluding samples which have a maximum of 1. Some specialty items such as letterpress/foiling invitations have a larger minimum order. Minimums are mentioned per product.

THIRD PARTY FACTORS

We will always do our best to ensure your order is made well and delivered to you within timeframes with no hassles but Eternal Stationery and all parties associated cannot be held liable due to internal or external factors that stop business such as but not limited to, difficulties in obtaining raw materials, labour, workers illness, death, fuel, acts of God, war or threat of war, breakdown in machinery, strikes, lock-outs, other industrial action or trade disputes. Eternal Stationery will not be held liable to the customer or deemed to be in breach of contract of sale.

LOSS OR DAMAGE

Once your order leaves our studio, Eternal Stationery are not liable for any damage whatsoever caused by third parties as we take great care in packaging your order to reach you intact.

Eternal Stationery takes no responsibility for items lost during transportation or damaged upon arrival. It is up to the buyer to purchase shipping insurance

When tracking your parcel online, if you see something that seems not right to you on the carrier website please contact us immediately quoting your tracking number. We will call the carrier and try to determine the cause of the issue. The carrier will lodge an investigation and get back to Eternal Stationery who will then inform the you or the outcome. If your parcel cannot be found we will lodge a form to start the claiming process. The carrier may take a couple weeks – months (rare worst-case scenario) to look into the claim, so please be patient in that regard.

Depending on the current circumstance at the time and how much time you have left before your event, we may be able to either remake your order or offer you something we can do to substitute.

Refunds or a re-send of the order is only available only after a full investigation has been made which can take several weeks to months in extreme cases. If this is a concern for you, and you are happy to pay the extra cost we are happy to organise an express service courier (at an additional cost) or for you to organise your own courier from our studio in Victoria, Australia.

PLEASE NOTE - Before accepting your delivery, you MUST inspect your item, whilst in the presence of the driver/counter attendant before signing. If any damage has occurred during transit or item is faulty due to transit, DO NOT accept or sign for the item. You are required to write 'Damaged in transit' on the POD screen. Strictly NO CLAIMS will be accepted after the receiver has signed the POD screen or docket. Please ensure any possible receiver is aware of this.

Please contact us within 2 business days about any lost or damaged items. We will require photography evidence to support your claim. All issues will be dealt on a case by case basis. Any damages or claims must be submitted to the carrier (within 2 business days) and as such are subject to the carriers claims processes. Any additional costs or charges associated with the re-delivery or claims process of the carrier will be passed to the buyer and are not the responsibility of Eternal Stationery. We do not refund the cost of shipping. Buyer must pay for the re-delivery fees if you give Eternal Stationery the wrong delivery address.

PROMOTIONAL USE

Eternal Stationery may reproduce and alter any work that we have produced for its/our own promotion: any design, artwork or layout in promotional materials such as our own brochures, mailers, magazines, videos, social media or on our website. This will be solely to promote our own services. If you do NOT want your job(s) to appear in our studios promotional materials please send a written request to the director. If we have accidentally used creative in our promotions that we shouldn't have, please let us know and we will remove it asap.

SHIPPING

A postage and handling fee will be charged for all customers who purchase physical items. Orders are shipped via standard mail by Australia Post. Express post, tracking and insurance also available. Turnaround time does not apply to shipping time. Shipping times vary across countries. We do offer a rush service, please contact us for details. We provide you with your tracking number once your order has been dispatched/leaves our studio. Track your order but visiting this website and entering your tracking number. All orders are shipped with delivery and signature confirmation. Refunds/Replacements will not be issued for lost or undeliverable orders resulting from an incorrect or outdated address that you may have entered at checkout. If you supply an incorrect delivery address and the parcel has to come back to us, you, as the buyer must pay for re-delivery fees before the item is shipped back to you. The re-delivery fees will include the fee from the incorrect address to Eternal Stationery in Melbourne, Australia AND from Melbourne, Australia to the correct delivery address. This is an expensive mistake, you will be paying the shipping cost 3 times, so PLEASE check your delivery address before checking out!

SHIPPING WITHIN AUSTRALIA

►Standard shipping takes approximately 2-5 business days in most states except WA, TAS and NT.

►Express shipping takes approximately 1-2 business days between major metro areas.

INTERNATIONAL SHIPPING

►Standard shipping takes approximately 6+ days, depending on the service chosen, courier in your country and your location.

►Express shipping takes approximately 2-4 business days between major metro areas.

QUALITY

Eternal Stationery will process the job as can reasonably be expected in accordance with Eternal Stationery's understanding of the customer's requirements. Where instructions are non-specific, the customer authorises Eternal Stationery to make the appropriate decision. Some of our products can be affected by humidity/temperature/moister/, light, weather conditions and bulky items (e.g. embellishments, diamantes) resting on them. Also affecting these materials can be the manner in which they are stored/kept, in transit or while being shipped to our customers. Colours can change after a period of time, such as whites turning yellow), black ink oxidising - this is the general nature of the products and unfortunately, out of our control. We advise that although we take care to package our products well for postage, we take no responsibility for unforeseen or adverse weather conditions, light temperatures or material placement, that may impact the finish or the cosmetic presentation of our products or suitability for their use.

OWNERSHIP OF PHOTOGRAPHY

By supplying images to Eternal Stationery for use in stationery:

A) You certify that you are the parent or guardian of the baby/child, or have obtained written consent from the parent or guardian to use the photos provided.

B) You certify that you own or have the rights to use any information or pictures supplied by yourself. Professional images that are provided to you by professional photographers are protected by copyright laws and cannot be reproduced without a signed release form from the photographer.

By supplying images to Eternal Stationery, you agree to indemnify Eternal Stationery and its agents, for all liability, damages, and expenses it may incur as a result of processing and printing copy written photographs and reproductions, including any other person claiming an interest in the photos. Eternal Stationery reserves the right to refuse to use images and cancel your order if we suspect the images may infringe on someone else's copyright.

VARIATIONS / COLOUR MATCHING

We take the utmost care in delivering our range of products in a superior and professional way. However, please be aware that variation can occur and we recommend you allow a gullotining tolerance of + or - 1mm to 2mm. This is an industry standard and is unfortunately unavoidable. Due to the movement that occurs during printing and trimming, borders are not really recommended. Due to the handmade nature of our products, there will always be some variation/slight differences between one item and another. Variation may occur between items, finishes and colours, texture, design etc.

Slight differences can mean that the positioning of embellishments may vary by a few millimeters from one piece to another or that the exact colour tone of products may vary slightly as the manufacturers cannot guarantee continuity in batches. However, we endeavour to maintain as much consistency as reasonably possible.

Great care is taken to match colours as accurately as possible. Please note however that due to a variety of monitor settings, the colour swatches and your artwork, as seen on your monitor, may vary from the actual printed color. A 100% exact colour match is not possible.

COPYRIGHT POLICY / INTELLECTUAL PROPERTY

All copyright is wholly owned and reserved by Eternal Stationery. Under no circumstances can anything be reproduced in whole or part or stored without written permission. Under no circumstances can you re-sell any part of our products without written permission beforehand. Eternal Stationery holds ownership and copyright on all designs. To purchase any of our designs: wedding stationery, greetings cards, accessories etc., does not constitute the right to reproduce our work. We advise that all intellectual materials and designs remain the property of Eternal Stationery and are not transferred upon the purchase of any quantity of our products. Eternal Stationery reserves the right to use any intellectual material or design in both photos and publication/social media both physical and digital. YOUTUBE – Copying any of our designs from our YouTube Channel is NOT allowed unless it is for personal use (eg. your own Wedding). Under no circumstances are you allowed to share templates/designs, sell or reproduce our designs or claim them as your own. Infringement of copyright will be reported to the authorities immediately.

JURISDICTION

All agreements or disputes arising from this ordering process shall be governed by the laws of the State of Victoria, Australia and disputes heard in the State of Victoria, Australia.

END DOCUMENT