



# Thank you for your order

## General Terms and Conditions

### Methods of Payment

All goods remain the property of Tim Fuller until paid for. If paying by cheque please make it payable Tim Fuller and send to: Fullers Folio Order, Trostrie Cottage, Twynholm, Kirkcudbright, Dumfries & Galloway DG6 4PS

### Delivery Charges for Framed Prints

If you require a framed print then please contact us so that the best delivery method can be arranged due to the high risk of damage in transit. These cannot be delivered overseas. The delivery costs shown for the mounted boards and cards are indicative of what the costs may be.

### Prices & Payments

All prices quoted are in UK pounds and include UK VAT where applicable. Delivery costs need to be added to the order. Please note non - UK delivery charges will be quoted on request. Sadly only cards and mounted images can be sent overseas due to high risk of damage in transit.

We will take all reasonable care to ensure that all details, descriptions and prices of products appearing on the Web Site are correct at the time when the relevant information was entered onto the system. Although we aim to keep the Web Site as up to date as possible, the information including product descriptions appearing on this Web Site at a particular time may not always reflect the position at the moment you place an order. In the event the products ordered are not as described, we will give you the right to reject the goods within a reasonable time period for a full refund.

In the unlikely event that an incorrect price is shown on the Web Site. Tim Fuller reserves the right to not fulfil the order at that price. In such a circumstance, you will be notified, and given the choice to proceed with the order at the correct price.

### Delivery

As each order is dealt with on an individual basis please allow up to 10 - 15 working days upon receipt to ship your order. A confirmation of receipt of your order will be sent by email within 24 hours with an estimated delivery date stated. Please let us know should your order be of any urgent matter. You will also be notified once your goods have been despatched. Delivery times may vary and if you have purchased multiple items, they may arrive separately. You may of course cancel your order during this time letting us know this.

Goods must be signed for upon delivery and any damages or shortages must be noted at the time of delivery on the drivers docket. Please note on this docket if you are unable to check the goods ie if the goods are crated. It is your responsibility to contact us the same day as the delivery to notify us of any problems you have experienced.

If, in the unlikely event, you are not satisfied with your product then please notify us immediately. If you return the purchased merchandise in perfect condition and in the original packaging within 14 days, we will refund the full purchase price to you. You must cover the costs for returning the merchandise.

For all orders for delivery outside of mainland UK, Northern Ireland, the Channel Islands and the Isle of Man, all ownership, title and risk in goods will pass to you immediately at the point and time at which such goods are placed at your disposal at our premises in the UK. The prices payable for goods as set out on our Web Site are exclusive of local taxes, import duties and clearances. (Tim Fuller is currently not registered for UK VAT) You acknowledge and agree that we have no liability to you in respect of any such taxes including VAT, duties or clearances which may become payable, after the goods have been placed at your disposal at our premises in the UK.

### Returns

We want you to be delighted with your purchase from us. If you do receive an item that you are unhappy with please return it to us within 14 days of receipt and we will provide you with a full refund of the goods value or exchange.

Please enclose a brief covering letter, including your Sales Order reference number & reason for return. Please ensure that the product is returned to us in a resaleable condition. Please note that we are not responsible for return carriage costs unless the product is defective or has been sent in error. Refunds and exchanges may only be processed when the returned item has been received by us and we recommend proof of shipment is obtained when returning goods to us.

By placing an order with us you are agreeing to these terms and conditions

Last update 28<sup>th</sup> July 2017