



### **My Little Future Terms and Conditions**

Acceptance of an order deems the terms and conditions acceptable to both parties and as such contracts are made. Your statutory rights are unaffected. My Little Future makes every effort to ensure the information published on our website and in sales materials such as our brochure is as accurate as possible; however, we cannot accept any liability for any slight variations to colours or materials which become apparent during our printing processes.

We will aim for your products to reach you within 28 days following confirmation the order is acceptable. Some items may be despatched sooner depending on the intricacies of the design required, please refer to individual product pages to gain a more accurate estimate. An estimated time for delivery will be supplied at point of order. Please allow sufficient time before your required receipt date for the creation of your beautiful stationery.

Draft email copies will be available for proof reading before printing, your confirmation that these are correct and meet your requirements should be sent promptly before we send these to print. Delay in returning this information will delay the receipt of your order.

We acknowledge orders on the understanding that delivery is subject to availability, should an item be unavailable, you, our customer will be informed and an alternative design or refund offered.

My Little Future and thus Sarah Bertram's liability is limited to the value of the order.

### **Copyright**

The material featured on this site is subject to copyright protection. Authorisation to reproduce materials/images identified as belonging to third parties must be obtained directly from the copyright holders concerned.

### **Payment –**

- Payment can be made by debit or credit card through Paypal - a secure payment facility. My Little Future does not hold any customer's account or card details.
- BACS transfer/Internet banking transfer by arrangement is also acceptable.
- Cheques are accepted made payable to Sarah Bertram, please note this method of payment will delay your order slightly as production will not commence until the cheque has cleared, typically 6 days

### **Returns - Damaged or incorrect items:**

Please contact us by email to [enquiries@mylittlefuture.co.uk](mailto:enquiries@mylittlefuture.co.uk) within 7 days of receipt. We will replace or refund the damaged goods as required. We will also pay the normal first class/standard parcels cost of returning your goods. Please do not return damaged goods without prior arrangement as postage will not be refunded on faulty goods returned without prior notification.

If an incorrect order is the fault of My Little Future a replacement or refund will be offered at no extra cost.

Orders will be quality checked before despatch, and will be delivered by confirmed post where a signature will be required upon delivery.

We would appreciate if you have concerns about your order you contact us within 7 days of receipt as it is difficult to investigate shortages/discrepancies after this time. Please attempt to order sufficient copies, any additional copies of your order will be regarded as a new order, but My Little future will make every effort to despatch promptly, once products are received from our suppliers, we cannot accept liability for colour variations on additional copies.

If an order is not bespoke please advise us of your intention to cancel within 14 days.

### **Refunds**

If a refund is required, in accordance with our returns policy for faulty or damaged items, this will be made within 14 days of us receiving the returned goods. The refund will be made via the original payment method. The refund will include the cost of the original postage for delivery. If you are returning due to the goods being faulty we will also reimburse the cost of returning the items to us.

Refunds cannot be given for bespoke/personalised orders, for cancelled orders or altered information after production has commenced unless faulty.

### **Offers**

My Little Future reserve the right to end promotions early. Only one offer can be accepted at any one time unless otherwise stated.

### **Privacy**

My Little Future is committed to protecting your privacy. Any information provided by you in the course of purchasing from us is used in accordance with the Data Protection Act 1998. We do not pass your details onto anyone else.

### **Complaints**

In the unfortunate event you feel the need to complain, please address any complaints in writing to [enquiries@mylittlefuture.co.uk](mailto:enquiries@mylittlefuture.co.uk)  
Sarah Bertram, My Little Future