

We Print Gifts Ltd Terms and Conditions of Sale of Goods and Services.

All orders for goods and services are accepted by We Print Gifts Ltd (“the vendor”) subject to the following conditions, which shall form part and govern the contract of sale. All orders placed are accepted under these terms and cannot be cancelled without agreement of the vendor. Any term sought to be imposed by a purchaser either in a document or otherwise that conflicts with or adds to these conditions is not accepted. No agent or representative of the vendor has authority to vary these conditions unless accepted in writing by a director of We Print Gifts Ltd, hereinafter referred to as “a director”.

1. Payments and Price

- (a) The vendor reserves the right to vary the quoted price for the goods by upward additions in accordance with market conditions at the date of actual supply and the purchaser shall pay such additions in addition to the quoted price. Price Lists do not constitute an offer.
- (b) All invoices are due for payment on the date shown on the invoice. Payment is to be made in sterling unless otherwise agreed in writing by a director.
- (c) All overdue accounts will be charged, on a daily basis, commercial interest at 5% above the base rate of the Nat West plc obtaining at the time.
- (d) The statutory right of withdrawal (or cancellation right) that applies to consumers who enter into distance selling contracts, allowing the withdrawal from (or cancellation of) a contract within 14 days from receipt of their products without giving any reason or incurring any costs, does not apply to the supply of goods made to the consumer’s specifications or clearly personalised.
- (e) The products ordered from the vendor are customised by the customer and you can therefore not exercise your right of withdrawal, with the exception of the following non-customisable products offered on our Site:
 - Card accessories
 - Stock produced lanyards and ribbonFor these unused products and when you are a consumer, you can exercise your right of withdrawal from the agreement we entered into within 14 days from receipt of your order without giving any reasons. If this period expires on a Saturday, Sunday or a public holiday, it is extended until the next business day. To exercise this right of withdrawal that applies solely to the above-mentioned products, please use the Contact & Support page, specifying your name, physical address, phone number, email address, WPL order number and which products you wish to return. We will then issue return instructions.
- (f) The Vendor shall charge and the Customer shall pay the Vendor for all preliminary work carried out, whether experimental or otherwise, at the Customer’s request.
- (g) In the event that the Vendor accepts early termination by the Customer of any preliminary work, the Customer shall pay the Vendor for the preliminary work if any carried out prior to such termination on a pro rata basis.
- (h) Goods are not supplied on a sale or return basis

2. Availability of Goods

The vendor will use its best endeavors to comply with the date named for despatch or delivery which date is given and intended as estimate only and is not to be the essence of the contract. If owing to non-availability of the goods or any other causes beyond the vendor’s control, the vendor shall be unable to effect delivery hereunder it shall be at liberty to determine the contract or part thereof by giving notice in writing to the purchaser.

2.1 Late Delivery

All despatch dates given by the Vendor are not of the essence and whilst the Vendor will use its best

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endeavors to deliver the Goods in accordance with the Purchasers requirements, the Vendor will not be liable for any consequences of late delivery howsoever caused.

3. Property and Risk

For so long as any amounts remain owing from the purchaser to the vendor (whether immediately due or not) title to the property of the goods shall remain in the vendor and ownership will not pass to the purchaser until the vendor has received payment in full. In the event of the purchaser reselling the goods, if the vendor has not received all amounts owing to it, the purchaser shall account to the vendor for the proceeds of any such sale and meanwhile will hold all proceeds of such sale of such goods upon trust of the vendor until the vendor have received such amounts in full. The vendor shall have the right to trace all proceeds in accordance with the principles of R. v. Halletts Estates 1880 13CH.D96. At any time after the due date for payment from the purchaser to the vendor, and so long as such amounts have not been received by the vendor in full, the vendor, at the purchaser's expense, shall have the right to enter the purchaser's premises and remove there from all goods which remain the property of the vendor.

4. Design Variation

- 4.1 Whist the vendor makes every effort to ensure that goods supplied correspond to in every respect with the proof, sample, specification or description provided as the case may be, the vendor is not responsible for the minor variations in specification, in colour or other design features, and no such minor variation shall entitle the purchaser to rescind the contract or shall be the subject of any claim against the vendor by the purchaser.
- 4.2 Due to the printable size of our products, the customer understands that small text, thin lines or other elements of the design may not print clearly or may fill in as part of the printing process.
- 4.3 Due to the nature of the processes involved we cannot guarantee that the Commissioned Work will match other Customer's Materials in colour, saturation or texture.
- 4.4 Please note that we cannot be responsible for: spelling, punctuation or grammatical errors made by the customer, inferior quality or low-resolution of uploaded images, design errors introduced by the customer in the Product or Design creation process.

5. Intellectual property rights

- 5.1 Ownership. The vendor grants no right or license to THE PURCHASER by implication, estoppel or otherwise to the Products or any Intellectual Property Rights of the vendor. The Vendor shall retain all ownership rights, title, and interest in and to its own products and services and all intellectual property rights therein, subject only to the rights and licenses specifically granted in any license agreement.
- 5.2 Rights. The vendor (and not THE PURCHASER) has the sole rights, to all copyright, patent, registration and trademarks, for the Products and any Intellectual Property Rights incorporated therein.
- 5.3 Pursuit of Infringers. THE PURCHASER shall notify the vendor of infringements of the vendors Intellectual Property Rights of which THE PURCHASER becomes aware. THE PURCHASER shall reasonably assist the vendor at no cost to THE PURCHASER, in pursuing the vendors' legal rights against any such infringers. The vendor, at its sole discretion, shall determine whether to pursue any particular case of infringement.
- 5.4 Proprietary Markings and Copyright Notices. THE PURCHASER shall not remove or destroy any proprietary, confidentiality, trademark, registration, service mark, or copyright markings or notices placed upon or contained in any products, badges, materials or documentation received from the vendor in connection with this Agreement.

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6. Confidentiality

6.1 Confidential Information. The parties acknowledge that in their performance of their duties hereunder either party may communicate to the other (or its designees) certain confidential and proprietary information, including without limitation information concerning THE PURCHASER's purchasers, supplies or data, the vendors' products and services, and the know-how, technology, techniques, or business or marketing plans related thereto (collectively, the "Confidential Information") all of which are confidential and proprietary to, and trade secrets of, the disclosing party. Confidential Information does not include information that:

- (i) is public knowledge at the time of disclosure by the disclosing party;
- (ii) becomes public knowledge or known to the receiving party after disclosure by the disclosing party other than by breach of the receiving party's obligations under this Section 6 or by breach of a third party's confidentiality obligation.
- (iii) was known by the receiving party prior to disclosure by the disclosing party other than by breach of a third party's confidentiality obligation; or
- (iv) is independently developed by the receiving party.

6.2 Protection of Confidential Information

As a condition to the receipt of the Confidential Information from the disclosing party, the receiving party shall:

- (i) not disclose in any manner, directly or indirectly, to any third party any portion of the disclosing party's Confidential Information;
- (ii) not use the disclosing party's Confidential Information in any fashion except to perform its duties hereunder or with the disclosing party's express prior written consent;
- (iii) disclose the disclosing party's Confidential Information, in whole or in part;
- (iv) take all necessary steps to ensure that its employees and agents are informed of and comply with the confidentiality restrictions contained in this Agreement; and party agrees that damages are not an adequate remedy for any such violation and that the other party will be entitled to injunctive relief against each violation.

6.3 Publicity

It is agreed and acknowledged by the Purchaser that the Vendor may publicise that the Purchaser is a purchaser of the Vendor and uses the Product as Licensed.

7. Claims

- (a) No liability for any claim for damage or non-functionality shall be accepted unless the purchaser notifies the vendor in writing within seven days of delivery. This period may be extended at the sole discretion of the vendor where the manufacturer's replacement policy exceeds this deadline.
- (b) No liability for any claim for missing items shall be accepted unless the vendor is notified in writing by the purchaser within seven days of delivery.
- (c) No liability for any claim will be accepted in the case of goods differing in quantity or descriptions from the particulars given on the delivery note unless the vendor is notified in writing by the purchaser within seven days of delivery and the onus is on the purchaser to prove any shortage.
- (d) In the case of active third-party on-site maintenance contracts, the purchaser accepts an obligation to use the services of the contracted third-party to resolve claims under clause 7(a).

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- (c) In the case of manufacturers who operate direct product support and returns procedures, the purchaser accepts an obligation to process their claim directly through the manufacturer.

8. Copyright & Intellectual Property

- (a) The Vendor shall not be required to print any matter which in the Vendor's opinion is or may be of an illegal, offensive, extreme or libelous nature or an infringement of a third party's legal rights, including Intellectual Property Rights. The Vendor's decision in this regard is final.
- (b) If after entering into a contract to print any work, the Vendor becomes aware or is informed that the work commissioned breaches the rights of a third party, the Vendor is entitled to stop the printing immediately, until the Purchaser satisfies the Vendor that there is no such breach.
- (c) The Purchaser shall be responsible for obtaining all necessary authorisation and consents to reproduce (non-exhaustively) any material including artwork, photographs, text which has copyright, trade mark, design or any other legal or Intellectual Property rights attached (Protected Works) prior to instructing the Vendor to reproduce the protected works.
- (d) The Purchaser accepts full liability for any infringement arising from the Purchaser's action, inaction or failure including any negligence in obtaining the necessary authorisation or consent from the right holder of the protected works.
- (e) The Purchaser shall indemnify and hold blameless the Vendor against all demands, actions, costs, expenses (including but not limited to legal costs and disbursements), losses and damages arising from or suffered or incurred by reason of any claim (including but not limited to the defense of such claim) which arises from the reproduction of the protected works by the Vendor, including any misuse of a third party's confidential information. The indemnity shall include (without limitation) any amounts paid for a lawyer's advice in settlement of any such claim which includes any libelous matter.
- (f) All copyright and/or any related Intellectual Property rights in the work commissioned or ordered by the Purchaser, which originates from the Vendor shall, belong to the Vendor.
- (g) The Purchaser shall not have any right to reproduce or authorise any other person to reproduce any such work in whole or in part or do any act, which in the absence of authorisation from the Vendor, would infringe copyright and/or any related Intellectual Property rights, which may subsist in the work. The Vendor may, at the request of the Purchaser, assign the copyright and/or any related Intellectual Property rights in the work to the Purchaser upon payment of the Vendor's expenses in relation to such assignment.

9 Delivery

- 9.1 If you refuse or fail to take delivery of Products provided in accordance with these Conditions, any risk of loss or damage to the Products shall nonetheless pass and without prejudice to any other rights or remedies we have: -
 - 9.1.1 We shall be entitled to immediate payment in full for the Products or Services delivered and either to effect delivery by whatever means we consider appropriate or to store Products at your risk;
 - 9.1.2 You shall be liable pay on demand all costs of Product storage and any additional costs

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- incurred as a result of such refusal or failure to take delivery;
- 9.1.3 We shall be entitled 30 days after the agreed date for delivery to dispose of Products in such manner as we determine and may set off any proceeds of sale against any sums due from you.
- 9.2 You shall not be entitled to reject the Products in whole or in part by reason of short delivery and shall pay in full notwithstanding short delivery or non-delivery unless you notify us in writing of any claim within 7 days of the latest of the date of receipt of the relevant invoice or delivery whereupon you shall pay for the quantity actually delivered
- 9.3 Where we deliver Products by instalments, each instalment constitutes a separate contract and any defect in any one or more instalments shall not entitle you to repudiate the contract as a whole nor to cancel any subsequent instalment.
- 9.6 Save as otherwise provided in these Conditions, risk of loss of or damage to the Products passes to you on delivery or when placed in your possession or that of any carrier or transport provided by you, whichever shall occur first.
- 9.7 The vendor will notify the purchaser at point of despatch that the goods are being sent. It is the purchaser's responsibility to notify the vendor within 10 working days of the vendors despatch notification if the goods have not been received. Failure to notify the vendor within this time frame may reduce any options for any claim.
- 9.8 The Company shall be under no liability if he shall be unable to carry out any provision of the contract for any reason beyond his reasonable control including (without limiting the foregoing): Act of God; legislation; war; fire; flood; drought; inadequacy or unsuitability of any instructions, Electronic File, Print Ready File or other data or materials supplied by the Customer; failure of power or heating supply; lock-out, strike or other action taken by employees in contemplation or furtherance of a dispute; or owing to any inability to procure materials required for the performance of the contract. During the continuance of such a contingency the Customer may by written notice to the Company elect to terminate the contract and pay for Work done and materials used, but subject thereto shall otherwise accept delivery when available.

10. Returned Goods

- a) The vendor will not accept goods for credit or rectification unless such return has been authorised with a returns reference number.
Goods that have been personalised will not be subject to return unless there is a physical defect with the product, which if found we are happy to replace without charge.
- (b) The purchaser shall unless otherwise stated be responsible for the cost of outward and return carriage and insurance of all goods returned by the purchaser to the vendor for service or credit which goods shall be at the risk of the purchaser until actual receipt of the goods by the vendor. The onus of proof of safe delivery shall rest with the purchaser.
- (c) All items returned to the vendor by prearrangement and found to contain no fault, will be subject to a 25% restocking charge, providing the goods are in original stock condition. Any downward variation of this restocking charge shall be at the sole discretion of the vendor.
- (d) No credit shall be allowed for goods until they have been received complete.

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11. Consequential Loss

The extent of the vendor liability to the purchaser for any default or breach whatsoever and howsoever arising shall in no case exceed the invoice value of the goods and the vendor shall in no circumstances whatsoever be liable to the purchaser in respect of any loss or damage whether suffered by the purchaser or any purchaser of the purchaser and whether direct, indirect, consequential, or however else arising.

12. Law

- (a) If any part of these terms and conditions shall be found to be unlawful it shall not affect the validity or enforceability of the remainder of the conditions
- (b) This contract is and shall be deemed to have been made in England and shall in all respects be governed by English Law.
- (c) Nothing in these Terms and Conditions shall affect the rights of Consumers.
- (d) All orders placed are subject to We Print Gifts Ltd.'s Data Protection, Cookie and Website Usage Policies.
- (e) Individual product and service usage policies apply in addition to these terms and conditions of sale.

13. Payment

We Print Gifts Ltd accept payment as follows:

Cheque: A cheque payment made out to 'We Print Gifts Ltd' should be received by the vendor within 14 days of the invoice date.

Credit /Debit Card Payment/BACS: For pre-payment

Bacs / Wire Transfer. Payment can be made directly to our bank account, within the payment terms.