

## TERMS & CONDITIONS

When placing an order you agree that by using the YEP Schools Direct Ltd website or any part of it is subject to the following terms and conditions:

"All "personal data" (as defined in UK data protection legislation/GDPR) is processed by Yep Schools Direct Ltd in accordance with the law. Further details are available in our GDPR page on the main website <http://www.yepschoolsdirect.com/gdpr/>.

The purchase price and the specifications of all prints, products and images are subject to change without notice, except where Yep Schools Direct Ltd has accepted your online order and agreed to provide the images or products at the prices shown when the order was placed. Late orders will be subject to the current rates displayed on the website and not those presented on the proof card, if the "Return your order to the school by" date printed on the proof card has expired.

### IMPORTANT NOTE!

By accepting these terms and conditions by clicking the check/tick box to complete your order, you have agreed that the order you place is the order you wish to purchase, Yep cannot be held responsible for any incorrectly placed orders. **Please do not assume your order is correct**, you must check the shopping cart with reference numbers and products to confirm it is as you intend to receive it, Yep will produce the order exactly as you have placed it online, and failure to verify the order is correct before clicking "I ACCEPT THESE TERMS AND CONDITIONS" and pay for the order is not the fault of Yep if any errors are made by the person placing the order.

### IF YOU FEEL YOU HAVE MADE AN ERROR, PLEASE CALL YEP IN THE FIRST INSTANCE TO SEE IF WE CAN HELP.

All photographic prints, products and images must be paid in advance by:

a. Credit Card or Debit Card by using our online ordering service or by telephone.

By making a payment by Credit or Debit card you confirm that you are at least 18 years of age and are the authorised holder of the Credit Card or Debit Card.

b. Cheque delivered to; YEP Schools Direct Ltd, 2 Dedham Vale Business Centre, Manningtree Road, Dedham, Colchester, Essex CO7 6BL. All current prices are based upon those on the website and not as shown on the proof card and may incur a delivery charge.

All orders placed on or before the date specified on your proof card also displayed as the "Return your order to the school by" text, will be delivered to the school with the 'Main Order' and will not incur a postage or packing charge. The processing and production time for such orders are approximately 10-14 days from the date printed on the proof card, (these production times may be longer if public holidays or school holidays occur between those dates).

All late orders will incur a postage and admin charge of £3.50 and will be still delivered back directly to the school. Alternatively, on time and late orders can be delivered to an address in the UK Mainland of your choice via a 'signed for courier service' this option is given during the order process and the cost for this option instead is £6.50, again this 'courier' delivery service is not just for late orders.

This £6.50 courier delivery service is an option to enable direct delivery to your choice of UK Mainland address. **Please Note!** it is not offered as a priority production option, this means all orders are still produced in the same timeframe (approx 10-14 days from date on the proofcard) and are not produced any quicker or ahead of the scheduled 'Main Order' production run.

The production and delivery of orders will usually take between 10-14 days from the date of the order or the date printed on the proof card (whichever is later). However, at busy times this can increase up to a maximum of 28 days after a late order has been placed.

The time of delivery is an estimate only and YEP Schools Direct Ltd shall not be liable for the late delivery of any order, or any subsequent loss or damage caused as a result of the delivery process. Seasonal delivery times may vary and is beyond the control of Yep Schools Direct Ltd.

## TERMS & CONDITIONS (continued)

If you wish an order to be delivered in time for a specific date, please allow at least 28 days from the "return your orders to school by" date printed on the proof card.

If ordering photographs for children from different schools that have different "return your order to the school by" dates, please place your order separately for each child/school or call Yep Schools Direct Ltd on 01206 323601 to place the order over the phone.

If any 'photographic prints' are found to be damaged or defective upon receipt, YEP Schools Direct Ltd will reprint the photographs only after evidence has been provided showing the sum of the damage that has occurred.

All finished photographs, images and products are bespoke and may differ in appearance from the image on the proof card provided and is dependent upon the size of print, image or product ordered. Please be aware that cropping will occur in most instances and may not include the entire 'Full Frame' image as shown on the proof card, please refer to our Questions & Answers page which shows the typical cropping effects for different sizes of printed images.

You confirm that all pictures purchased using the YEP Schools Direct Ltd Website Service are purchased strictly for your own personal use and will not be used for any commercial purpose. If you wish to use any picture produced by YEP Schools Direct Ltd for anything other than personal use, you agree to contact YEP Schools Direct Ltd to negotiate terms. An e-mail link is provided within the system to enable this.

You acknowledge and accept that all copyright, trademarks and all other intellectual and creative property in any part of the Service, or any material supplied as part of the Service, remains the intellectual and creative property of YEP Schools Direct Ltd. You agree not to remove any copyright, trademark or any other intellectual or creative property notices contained in the original material or from any images purchased through the service, unless authorised by YEP Schools Direct Ltd.

YEP Schools Direct Ltd may interrupt or terminate the operation of this web site or suspend or terminate the supply of any products or services offered, for technical support or maintenance work, in order to update the website content or for any other reason. YEP Schools Direct Ltd may do this at any time and without notice.

After your order has been placed it is not possible to return or exchange any photograph as all are bespoke produced items. On all other standard products, the customer may return the goods within 14 days upon receiving the order. Please return only the damaged part of your order to the address below with a note explaining the reason for the return. **FAULTY GOODS MUST BE RETURNED WITHIN 14 DAYS OF RECEIPT.** As soon as we receive the returned order and it has been inspected, we will either refund your purchase via your credit/debit card or send a replacement.

If you are not the intended recipient, please notify the sender and delete all copies. All personal data herein are processed in accordance with UK data protection legislation. Further details are available about our GDPR/Privacy Notice on our website. Yep Schools Direct Ltd, 2 Dedham Vale Business Centre, Manningtree Road, Dedham, Colchester, Essex. Telephone 01206 323601. Company Registration Number 08963094 Registered in England and Wales. Vat Registration Number. GB 199 2138 72