

Stationery Terms and Conditions

All orders placed and accepted through Rubello Ltd are subject to these general terms and conditions of sale. By placing an order, you are accepting, without reservation, these general terms and conditions.

Payments and Orders

All prices include 20% VAT and are charged in sterling pounds.

No orders will be started until a deposit equal to 50% of the purchase price has been received by Rubello Ltd.

The final balance will be invoiced by Rubello Ltd before the stationary is dispatched.

Full payment must clear in Rubello Ltd's bank account before your order will be dispatched.

All stock is custom ordered and made for each client, and so Rubello Ltd are unable to accept any cancellations or returns.

Payments options cash, cheque or bank transfer.

All designs remain the property of Rubello Ltd.

Once a sample has been proofed by the client and confirmation received along with a 50% deposit, orders will be started.

Please allow up to 4-6 weeks for completion of stationery after deposit has been paid.

Proofing

Rubello Ltd will provide two samples per client at a cost of £15.

This payment will be deducted from your order total once it has been placed.

If any further samples are required, there will be a non refundable charge of £10.00 each.

Design and Product

Although, great care is taken to provide a uniform product, our stationery is hand-made, and so slight variations between items are to be expected.

Products may be unavailable from our supplier, so Rubello Ltd reserve the right to substitute materials should your chosen material become unavailable, we try to ensure as close match as possible if this were to happen.

Design and Wording

Rubello Ltd will not accept responsibility for errors not picked up at proofing.

PDF proofs of your wording and layout will be sent via email.

Once all layout and wording has been approved Rubello Ltd will provide a final proof.

Rubello Ltd is unable to begin production on your order until signed proofs are returned to us.

All spelling, wording, colours and layouts must be thoroughly checked.

Great care is taken to ensure all information is accurate; however, the ultimate responsibility lies with the client. Rubello Ltd is not responsible for spelling, grammar or other errors previously approved by the customer at the time of proofing. Any errors approved during proofing will remain the responsibility of the client, and so a full reprint charge will be payable.

All names and addresses to be printed must be supplied in a Word Document or Excel Spreadsheet. Names and addresses will be printed exactly as provided and Rubello Ltd will not be held responsible for misspellings or incorrect names/addresses supplied.

Rubello Ltd reserves the right to change the prices of its products at any time. All products and services are subject to availability and maybe withdrawn at any time.

Table plans require a digital submission in a Word Document or Excel Spreadsheet of all your guest's names. This must be provided a minimum of 2-3weeks before the date of the event.

Rubello Ltd is not responsible for late submission which results in your table plan not being ready, and no refund will be given.

Rubello Ltd reserves the right to change terms and conditions at any time without notice.