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PHOTOGRAPHY

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Commercial Photography
Portraits & Headshots
Brand Photography
Event Photography
Showing your Story



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ORDERING

All orders are processed as soon as possible after receipt; digital items are processed immediately.

Once an order for a custom product has been placed and printed it is not possible to cancel. We will email an estimated despatch time.

Production times for each product vary, estimated times are given in the product description. Where we print the product we aim to despatch within three days, often sooner. Larger items which are printed by a supplier acting on our behalf may take longer, and is not under our control. If you need your order urgently, or by a certain deadline, please email or phone first. We will do our very best to help you.

If for any reason a product cannot be supplied, or is not available, we will inform you as soon as possible and issue a full refund.

Custom made products, including all photographic images such as prints, canvas prints and greetings cards, are made to order and are not eligible for return under the distance selling regulations unless damaged or defective so please choose carefully.

We reserve the right to cancel an order should it be of questionable origin and issue a refund. UK orders are accepted on receipt of online payment.

All prices include UK VAT where applicable.

For non UK destinations please email or phone so we can find the most cost effective method of shipping for your products. If you order products from our website for delivery outside the UK, they may be subject to import duties and taxes which are levied when the delivery reaches the specified destination. You will be responsible for payment of any such import duties and taxes. Please note that we have no control over these charges and cannot predict their amount. Please contact your local customs office for further information before placing your order.

Please also note that you must comply with all applicable laws and regulations of the country for which the products are destined. We will not be liable for any breach by you of any such laws.

COLOUR MATCHING AND PRODUCT QUALITY

Devices such as computer monitors, tablets and phones all produce slightly different colours. Therefore, the printed colour may not look exactly the same as you see on your monitor screen, especially if your screen is not colour calibrated. Colours also vary slightly between products depending upon which inks and media are used. We aim to produce a pleasing, colour balanced product which is as close to the original as possible but we cannot guarantee an exact colour match with your screen or between different product types.

We make every effort to ensure you receive a high quality product but in the unlikely event of the product being unsatisfactory, please phone or email us within 48 hours and we will do everything possible to resolve the issue.

DELIVERY

UK delivery charges (where applicable) are stated at the checkout before payment is taken.

Non UK delivery charges will be advised on request before accepting your order.

A notification of despatch will be sent by email, with a tracking number where available. Small items are normally sent by Royal Mail First Class, larger items may be sent by courier. Digital items are downloaded via the link provided once payment has been made.

RETURNS AND REFUNDS

DIGITAL CONTENT

Digital content is not eligible for return.

CUSTOM PRODUCTS

Most items for sale on this site are custom made products. These include all photographic images such as prints, canvas prints and greetings cards, they are made to order and are not eligible for return under the Consumer Protection (Distance Selling) Regulations 2000. They may only be returned if damaged in transit or there is a manufacturing defect.

OTHER PRODUCTS

Where sales are covered by the distance selling regulations and are cancelled, such as books, the buyer is responsible for returning the goods to us at their own expense. We recommend you insure the goods while in transit as goods not received or received damaged will not be refunded.

DAMAGES, RETURNS AND REFUNDS

Please notify us of any damages or defects within 24 hours of receipt (so we can inform the carrier) by phone or email, see Contact page of our website. If the package requires a signature and is damaged please note that with the carrier at the time of delivery. We will contact you with a returns number and instructions on how to return. Returns will not be accepted without prior notification and a returns number.

Products for return must be sent within 7 days of receipt including the original packaging. It is your responsibility to wrap products adequately to prevent damage. We recommend that you obtain proof of posting and insurance as goods not received, or received damaged, will not be refunded. Your name, address, order number and returns number must be included in

the package together with a description of the damage or defect. We will supply you with the return address.

A full refund, including original and reasonable return postage costs, will be issued on receipt of the products, subject to inspection and the goods being found damaged or defective. Damage suspected as malicious and deliberate will void our returns agreement and sales contract.

All sales are final, but in the unlikely event that we, or a supplier acting on our behalf, are unable to complete an order you will receive a full refund.

Incorrect fulfilment. If we send you the wrong photo or product we will refund or replace it free of charge.

LIABILITY

We shall not be liable for direct loss, incidental or consequential damages or expenses. This includes, but is not limited to, damage to property, lost income, profits, economic or commercial losses and third parties claims. We do our best to get all orders despatched as quickly as possible. We have no liability to you for any delay in the delivery of products ordered. We will keep you informed as to the progress of your order. This warranty does not affect your statutory rights.