

## Terms of Business

### About

Shetland Photos Direct is solely run, by myself, Richard Goodlad. Shetland Photos Direct was established to exhibit my photography.

As well as taking photos, I purchased the equipment to allow me to print my own souvenirs, gifts and garments. This allows Shetland Photos Direct to offer a personalisation service.

Whenever, possible Shetland Photos Direct can be found at various local Farmers Markets and Fayres. Merchandise can also be ordered direct from my website, [www.ShetlandPhotosDirect.co.uk](http://www.ShetlandPhotosDirect.co.uk)

### Contact Details

Postal Address- Richard Goodlad  
100 King Harald Street  
Lerwick  
Shetland  
ZE10ER

Mobile- 07836 206 568  
(If no answer; please leave your name, your number, the nature of your call and any other relevant information.)

Email- [Richard@shetlandphotosdirect.co.uk](mailto:Richard@shetlandphotosdirect.co.uk)

Contact Form- The "Contact" page at [www.ShetlandPhotosDirect.co.uk](http://www.ShetlandPhotosDirect.co.uk)

### Terms of Business

When you place an order with Shetland Photos Direct, you are entering into an agreement to purchase goods or a service. On completion of the *Checkout* process an email should be sent, automatically to you. Informing you, your order has been received.

- If you have NOT received this confirmation within two hours of your order being sent. Please email [Richard@ShetlandPhotosDirect.co.uk](mailto:Richard@ShetlandPhotosDirect.co.uk)

Although the initial agreement to purchase goods or a service, is between you and Shetland Photos Direct. Shetland Photos Direct as a sign of goodwill, will allow the agreement to be passed on to anyone receiving an item produced by Shetland Photos Direct as a gift. For this to come in to effect, Shetland Photos Direct suggest keeping the dated delivery note with the gift. The cost of the gift maybe omitted from the delivery note, should you wish. The delivery note will act as proof of purchase.

### Emailed Photos

If you place an order for an emailed print, Shetland Photos Direct will retain the copyright. Therefore you may print/use the photo for personal use only. Unless prior agreement has been made.

## **Privacy**

Any information received by Shetland Photos Direct will be held in the strictest confidence and will not be passed on to any third party, by any medium. Unless with the written permission of the person or persons involved.

## **Cookies**

Shetland Photos Direct use cookies to remember your orders and items you place within your basket. This information is NOT used for any other purpose. If you DO NOT agree to the use of cookies then please DO NOT place an order.

## **Placing an Order**

Only a small stock of items are held. Therefore please allow up to **28 days for delivery of your order**.

Please note Shetland Photos Direct cannot be held responsible for any delays in delivery due to holidays, adverse weather or anything out with its control.

If there is going to be a delay with your order being ready for despatch an informative email will be sent.

If your order is required by a certain date, please advise during ordering by using the "Contact" page or using the message box via Paypal.

If no required by date is received then it will be assumed the 28 days delivery period is acceptable.

Shetland Photos Direct will have the right to refuse to print any material, which may be deemed offensive.

## **Order Process**

Once your order has been received and payment made (unless prior agreement states otherwise), it will be processed as quickly as possible. An email will be sent, if your order items have to be ordered in or if, for some reason, Shetland Photos Direct cannot fulfil your order. *A full refund will be issued to the same account the payment was received from.*

Shetland Photos Direct cannot be held responsible for any mistakes, by the customer, during the ordering process. Any corrections, changes to your order, cancellations should be made as soon as possible.

- For NON-PERSONALISED items it may be possible for Shetland Photos Direct to add these to general stock and sell on. Therefore a full refund will be made, providing the items are returned in a saleable condition.
- For PERSONALISED items which have been printed and are deemed to be of acceptable standard, which fulfil the order instructions NO REFUND WILL BE ISSUED.

## **Alternatives**

In some cases it may be that due to "date required" constraints or issues out with its control, Shetland Photos Direct may offer you, by email, an alternative item.

- If the alternative item is not acceptable and the order cancelled a full refund will be issued. Paid to the same account the payment was received from.
- If the alternative item is accepted and is of a different price then the difference will be refunded or if the accepted item is dearer, Shetland Photos Direct will invoice you for the difference (orders may be delayed should any payment requested not be forthcoming)

## How to Place an Order

Orders can be submitted by

- Email - [sales@shetlandphotosdirect.co.uk](mailto:sales@shetlandphotosdirect.co.uk)
- Website- At [www.ShetlandPhotosDirect.co.uk](http://www.ShetlandPhotosDirect.co.uk).
  1. Select an item or service, place it into the *Shopping Cart*. Once you have finished shopping.
  2. For *Local Collection* items use the link at the top of the page, this will ensure NO postage is added to your order. *Please note the link will take you to an identical page from which you clicked the link, but the prices will be different*
  3. Go to the top of the page and review the items in your *Shopping Cart*. Please print a copy of this for your records. If you are happy with your selection.
  4. Click *Checkout*. **Unless stated postage will be added automatically during the checkout process.** Postage rates can be seen in the section below.
- Phone- Call 07836 206 568  
If there is no answer then leave your name, number, the nature of your business. Shetland Photos Direct will call you back.
- Facebook- By using the PM facility via Facebook.

## Payment

Paypal- Preferred method of payment is by Paypal. You do not require a Paypal account to use this service.

Cheque/ Postal Order- Made payable to Richard Goodlad and posted to 100 King Harald Street, Lerwick, Shetland ZE10ER. **Your order will only be processed on the clearance of your payment.**

## Despatch

Shetland Photos Direct will endeavour to have your order processed and despatched within 14 days of full payment being received, however please allow up to 28 days.. If this is not possible you will receive an informative email.

## Cancellation and Returns

**For personalised items, which have been printed and are of a satisfactory and working condition and therefore fulfil the submitted order. The cancellation policy DOES NOT apply.**

Emailed prints are exempt from this policy. Only on the instance, if the wrong print has been emailed will an order cancellation be accepted.

For non-personalised items you may cancel your order at anytime up to 7 working days after delivery. To do this, please email or write to Shetland Photos Direct. Although, you do not have to give a reason for the cancellation. It would be useful if you could. So Shetland Photos Direct can improve its service to customers.

***IMPORTANT- If you wish to return an item, which is working and of an acceptable standard, this can be done up to 21 days from date of delivery and YOU are responsible for the cost of postage. Please enclose the Shipping Note as proof of purchase. Once the item has been received a full refund (including initial postage) will be paid within 30 days. Refunds will be paid in to the same account payment was received from. This does not affect your statutory rights***

If you are returning a gift you have received. Then a credit note will be issued for the full cost (including the initial postage) which can be used to order items/ a service from Shetland Photos Direct.

The items must be returned in the same condition as they were received and properly packaged, to prevent damage during transit.

Shetland Photos Direct WILL not issue any refunds until :

- The safe return of any item(s) which have been received and returned by the customer.
- Items have been proved to be faulty or to an unsatisfactory standard.

Any refunds will be paid within 30 days. This cancellation policy does not affect your legal rights – for example, if goods are faulty or mis-described.

### **Website Postage and Packaging**

Delivery will normally be via the Post Office or Parcel Force.

Delivery Rates

#### **Order Value**

##### **UK**

**£0.01- £5.00**

**£ 1.50**

**£5.01- £7.50**

**£ 6.00**

**£7.51- £10.00**

**£ 6.00**

**£10.01- £25.00**

**£ 6.00**

**£25.01- £50.00**

**£ 8.00**

**£50.01 +**

**£10.00**

**To request a postal quote please email**

**Richard@shetlandphotosdirect.co.uk**

#### **Order Value**

##### **International**

**£0.01- £5.00**

**£ 2.50**

**£5.01- £7.50**

**£ 8.00**

**£7.51- £10.00**

**£ 8.00**

**£10.01- £25.00**

**£ 8.00**

**£25.01- £50.00**

**£10.00**

**£50.00 +**

**£15.00**

**To request a postal quote please email**

**Richard@shetlandphotosdirect.co.uk**

Proof of postage will be retained and a copy emailed to you, on request.

Shetland Photos Direct reserves the right to change the above rates without prior notice. Any orders received before changes will be honoured.

**For large orders Tracking and Insurance will be used. PLEASE EMAIL FOR CARRIAGE COSTS.**

Any issues regarding delivery; lost items, undelivered, damage etc should be reported to Shetland Photos Direct within 3 days of delivery.

**Import Taxes-** YOU are responsible for the payment of these.

### **Faulty Goods**

If there is a problem with your item(s), please contact Shetland Photos Direct by any of the methods above in the *Contacts* section. Shetland Photos Direct will endeavour to work with you to come up with a satisfactory outcome of any issues you have. If deemed necessary a full refund will be issued on the return of the faulty item(s).

### **Changes to these terms**

These terms were last updated 26<sup>th</sup> March 2018

These terms apply to your order. Shetland Photos Direct reserve the right to change these terms without prior notice, so therefore do not assume that the same terms will apply for future orders.

All orders received prior to any changes within these terms, shall be honoured under the respective terms in place at the time the order was received.

### **Agreement**

By placing an order with Shetland Photos Direct you are agreeing to these terms of business.