



Camellia DESIGN

Terms and Conditions

- [Introduction](#)
- [Your Order](#)
- [Payment](#)
- [Delivery](#)
- [Products](#)
- [Cancellations and Returns](#)
- [Commissions](#)
- [Licensing and Copyright](#)
- [Data Protection](#)
- [Company Information](#)

Introduction

In accordance with The Consumer Contracts Regulations 2013 and The Consumer Rights Act 2015.

At Camellia Design we intend to provide the finest possible service at all times. The following Terms and Conditions will explain how your order is managed. You should read them carefully before using our site and print or save a copy of these terms and conditions for future reference.



Camellia DESIGN

By using this website, you have read our Copyright Policy and you are agreeing to our Terms and Conditions. By purchasing through this website, you are entering into a legally binding contract with us. Please seek independent advice if you are unsure of your rights and obligations.

All information on this website is given in good faith and Camellia Design cannot accept responsibility for the information or its use or misuse.

If you are under 18 and wish to use this site, you must obtain the permission of a parent or guardian and be supervised by them to use this site.

It is your responsibility to read the terms and conditions on each occasion you use this website and your continued use of the website shall signify your acceptance to be bound by the latest terms and conditions. We reserve the right to change these terms and conditions at any time.

If you require assistance with a purchase, please e-mail orders@camellia.design or alternatively phone: **07599 221 224**.

Your Order

All orders that you place using this website will be subject to acceptance in accordance with these terms and conditions.

By placing an order through this website, you declare that:

- You have read and accepted to our terms and conditions.
 - You are legally capable of entering into a binding contract.
 - You are at least 18 years old.
 - You are a legal resident in the UK.
-



Camellia DESIGN

- You are accessing our site from the UK.
- You have read our Privacy Policy and Agree to its terms
- You have read our Copyright Policy and Agree to its terms

We acknowledge receipt of all orders immediately by email. This is to acknowledge that we have received your Order and that we will be processing it. This acknowledgement of your order does not guarantee the availability of the products. This acknowledgement does not mean that we have legally accepted your Order. Acceptance of your Order and the completion of the Contract will take place when we despatch the Products to You.

If you receive an email for an Order which you did not place, or if the details in the email are incorrect contact us immediately at orders@camellia.design or alternatively phone: **07599 221 224**.

By placing your online order, you are inviting us to enter into a contract with you to supply the goods you have selected at the price indicated on the website. The products, information and pricing displayed on our Website are only an invitation to place an Order and do not constitute a binding offer by us to purchase the products at that price. We endeavour to ensure that all our web prices and descriptions are accurate and up to date, nevertheless occasional errors may occur. When we process your order, we will check the details and if we discover any pricing or specification error, we will notify you immediately and give you the choice to proceed with your order at the correct price and specification or to cancel your order and obtain a full refund. If we do not receive a response to this notification within seven days, we will cancel the order and issue a refund of your payment.

Payment

We take payment from your card or PayPal account at the time we receive your order. Online payments may be made by debit and credit cards or PayPal. We do not accept payments over the phone. Your payment is processed using an independent company's secure payment processing system. We do not see or have access to any of your payment card information at any time. Additional Terms and Conditions for payments made by PayPal can be found at www.paypal.co.uk.



Camellia DESIGN

Delivery

We aim to deliver within 10 Working Days of your placement of an order.

The delivery service on this website is only for delivery of products to customers within mainland UK addresses.

Estimated delivery dates are given in good faith but cannot be guaranteed. We will not accept liability for any losses incurred as a result of delivery times. Time is not of the essence of the contract. If the expected delivery time exceeds 30 days, you may cancel your order and receive a full refund on your order.

Please check the products you receive against your Order and confirm they are all present and correct, and they are the correct colour and size. Please examine the products for apparent faults or damage at the time of delivery. If you have any concerns on inspection, please contact us immediately at orders@camellia.design or alternatively phone: **07599 221 224**.

In the unlikely event that your goods are damaged, defective or incorrect, genuine complaints will be dealt with in good faith. We shall make good any shortage, replace or repair any damaged or defective goods, or refund to you the amount you paid for the goods in question provided that any missing items or damage is noted on the courier documentation at the time of delivery. However, your rights may be adversely affected if you do not contact us as soon as possible.

Risk of loss and damage of products passes to you on the date when the products are delivered or on the date of the first attempted delivery by us.

Our courier will make three attempts to deliver your parcel. If a courier arrives at your address and is unable to deliver on the arranged delivery date because; no one is there to accept



Camellia DESIGN

delivery, you refuse to sign or you refuse delivery or for any reason other than damage. You will be liable for the cost of the failed delivery attempt and any subsequent re-delivery charge.

If you have made no attempt to contact us within 2 working days after the delivery has been refused for any reason other than damage which must be noted on the courier documentation at the time of delivery. The goods will automatically be returned to us and you will be liable for all delivery costs incurred. Read more on [Delivery](#).

Products

Colour

Please be aware that there may be a slight variation in shade and pattern when we digitally reproduce product images. We aim to represent the colours of our products as accurately as possible, however this may also be affected by your monitor or your printer.

We ensure that the goods we supply are of the material and quality stated, and conform within reasonable parameters to the online sample.

Cancellations and Returns

You are entering into a "Distance Sale" by purchasing over the internet. Your normal statutory rights apply; in addition, you also have the right to cancel the contract up to fourteen days after the date your order is delivered to you. However, this right does **NOT** apply to products specifically made to your specifications, this includes commissions and All of our prints which are printed to order, and for this reason are non-refundable.

However, if your goods have not been dispatched and you wish to cancel your order, please contact us at orders@camellia.design or alternatively phone: **07599 221 224** as soon as possible. We will check the status of your order and do our best to accommodate your request.



Camellia DESIGN

Please see our [Returns Policy](#) for further details.

Commissions

Our Commission services allows you to commission original work directly from the artist. This is a creative ongoing process and will require your engaging in communication with the artist.

By accessing Camellia Design and commissioning original artwork, you are agreeing to our Terms and Conditions and you have read our Commissions policy. When purchasing through this website you are entering into a legally binding contract with us. Please seek independent advice if you are unsure of your rights and obligations.

Please see our [Commissions policy](#) conditions for further details.

Licensing and Copyright

You may not use any samples of work provided by artists on our site without first gaining their permission. You may not use art you have commissioned through Camellia Designs for commercial purposes without first obtaining written permission from your artist. Please see our [Copyright policy](#).

Data Protection

All data is stored and treated with complete confidentiality and in accordance with the legal provisions of the Data Protection Act 1998. More details regarding use of data can be found in our [Privacy Policy](#).



Camellia DESIGN

Company Information:

Camellia Design
5 Withy Hays Rd
Charlton Adam
Somerton
Somerset
TA117BL

Our Terms and conditions are designed to be straight forward and in keeping of with the laws and regulations of the United Kingdom, if anything contained within is found to be in error or to not be in keeping with the statutory rights of the United Kingdom, this does not void or invalidate the remainder of the terms, and should be reported immediately to admin@camellia.design or alternatively phone: **07599 221 224**.