

## Terms and Conditions

### 1. Copyright:

By agreeing to our terms & conditions you are stating that you own or have permission to copy the material.

Transfermagic will not accept material that is copyrighted or if we feel is of a indecent or illegal nature.

### 2. Order time:

Our turnaround time can be up to 28 days in a busy period but we will endeavor to return all orders in as quick a time as possible. If you're material needs an immediate turnaround please call and arrange in advance.

### 3. Returns:

Please notify us immediately if there is any damage to your parcel or items missing.

Any faults with the media transferred must be reported to us within 14 days or as soon as you can.

### 4. Refunds/Cancellation

In the unlikely event there is a problem with your order we will endeavour to resolve the issue as quickly as we can. Should you wish to cancel and we have started processing your order we will charge for the work we have carried out.

Orders will be refunded by cheque or bank transfer.

### 5. Security

All client media will be kept in secure storage. Should Transfermagic be subject to fire or malicious damage we will not be responsible for any damaged client media. Transfermagic cannot be held responsible for any goods that do not arrive to us or arrive damaged.

### 6. Payment & pricing

We accept credit/debit card via Paypal, bank transfer, cheque and cash. Transfermagic receives all card payments via Paypal, we do not store any credit card information. Payment is to be paid when ordered unless you pay cash on delivery agreed with Transfermagic.

### 6. Delivery/collections

All orders will be returned registered post with Royal Mail. If your parcel is damaged you must report this to us immediately. All home deliveries in the Edinburgh area will be scheduled at time to suit both parties. If you wish to collect your order this will be done by appointment.

### 7. Errors/damage

Transfermagic's liability for any damaged or lost material shall be limited to the equivalent amount of new blank stock. This is due to the unavailability of Insurance cover for goods of undefined value. We'd ask our clients to take out specialised insurance if they feel necessary. Transfermagic will keep copies of clients projects on our servers for 60 days from delivery date but cannot be held responsible for a server failure. Transfermagic is not responsible for any spelling errors if the text supplied is incorrect or unclear. We would ask our clients for their text to be supplied digitally or printed out.