

# TERMS & CONDITIONS

---

Better Together Paper Co.  
ABN: 99838762268

Phone: +61 422 946 146  
hello@bettertogetherpaper.com  
bettertogetherpaper.com



## Proofing

I copy and paste all wording provided and I work very hard to catch anything that is out of place before sending you through your initial proofs. However, I do recommend having several sets of eyes review your final proof, specifically checking spelling, layout, URL's etc. Any changes to your design after your stationery has been approved for print will be corrected at your own expense.

## Timeline

I will send through a estimated design and production timeline with your initial quotation. This timeline is approximate and to meet the times outlined, you must be aware of submitting your changes in a timely and concise manner. I work hard to meet the deadlines, but will not be responsible for delays caused by excessive changes and lengthy responses by you.

## Pricing

Better Together Paper Co. (BTPC) reserves the right to change prices without notice. All official quotes are valid for 30 days. Once your quote is accepted, your total cost won't change unless you adjust your order and I will notify accordingly.

## Design Property

All designs and concepts are property of BTPC. BTPC reserves all rights to use the preliminary and completed designs for the purpose of display or for other clients.

## Copyright

We encourage you to source inspiration for your stationery from everywhere, but it is very important to me that everything I create is original. I will refuse to directly copy another artist's design, so please don't ask. All concepts and final designs are considered intellectual property of BTPC and are not to be sent to any other entities without written consent.

## Rush Orders

Orders may be considered RUSH if they are needed to be delivered within five weeks. Rush orders are accepted depending on availability and the requirements of the project. Rush orders will add a charge of 15% to your total order and will be advised prior to acceptance of the quotation.

## Returns & Cancellations

Your design fee is non-refundable. If there is a need to cancel your print order, please contact right away. We will not move to production without full payment and artwork approval. Due to the custom nature of BTPC stationery, all stationery orders are non-refundable, without exception. Every effort is made to assure your satisfaction. If there is an error on the part of BTPC, I will do my best to resolve any issues.

## Delivery

All stationery is delivered via trackable Australia Post or private courier, and signage is sent via TNT. BTPC carefully package and seal all jobs, but is not responsible for any damages incurred during shipping. If you are local, you can select the option to pick-up your stationery from my studio to avoid shipping changes.

## Deposit & Payment

All design fees are payable in full prior to commencement and is non-refundable. Following the approval of a quotation and final artwork, all print orders require full payment prior to production. If you wish to pay in installments, please contact me to set up a schedule. BTPC accepts direct bank deposit, PayPal, selected credit cards or cash payments.

## Design Changes

Six rounds of design changes are included in your stationery order. Further changes may incur a fee of \$20 per additional round but will be advised. This is to encourage you to be concise with your changes each round, and to streamline the design process so your deadline can be met and everyone stays happy!

## Calligraphy

Due to the nature of hand-written calligraphy, there will be slight inconsistencies between each piece. I carefully proof read everything I write. If any pieces need to be re-written due to a mistake made by you, a fee will be incurred to correct the pieces. If there is an error on the part of BTPC, we will do our best to correct the issue promptly.

Client Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Address: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

*Please sign to agree to the above Terms and Conditions.*