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## ***How We Do Business – Online Sales***

### **Copyright**

Unless we have given you a specific copyright release, the copyright of all our images remains with us. Printing or downloading the web images or copying our photographs is in contravention of the Copyright, Designs and Patents Act 1988. We take copyright infringements very seriously.

### **Guarantee**

We want you to be delighted with your photographs. If you are not entirely satisfied, please let us know. We offer a no-quibble satisfaction guarantee and will reprint your pictures or refund your money without question.

### **Cooling Off**

We start working on your order on the third working day after we receive it. This is to give you time to change your mind. If you do want to change anything about your order please contact us within two working days of placing your order.

### **Print Sizes**

We offer a range of print sizes. Not every size works well with every picture. If we think that the size you have ordered will not work we will contact you before printing your pictures. For unusual shaped images we may need to print a border. If you need your pictures in a specific size, please order the next size up then leave a note in the “message for vendor” section after you have entered your payment details.

### **Our Prints**

The web images are for proofing purposes only. They are not representative of the quality of our prints. Our prints are proper photographic prints made by a professional lab from our digital files. We assess and correct every image individually before it is printed. Prints are designed for long life and will resist fading if kept out of direct sunlight. If a picture is shown in colour and you would prefer it in black and white (or vice versa) please make a note in the “message for vendor” section of the checkout page.

### **Payment**

We accept most major credit and debit cards, except American Express. We will not charge your card until your order is ready for collection or despatch. For **credit cards a 2% charge** will be added to your total. There is no charge for debit cards. You may also pay by cheque, made payable to Martin Plant Photography Ltd and sent to us at PO Box 409, Great Houghton,

Northampton, NN4 7XU. We will pay in your cheque and wait for it to clear before despatching your order.

### **Postage and Packing**

Postage and packing to UK addresses is included in our prices. For overseas orders postage is charged at actual cost. We will contact you to confirm. If you would like your pictures gift-wrapping please say so in the "message for vendor" area of the checkout page.

### **Albums**

We would be delighted to design you a bespoke album to hold your photographs. Our exquisite albums are hand made to order in Australia. Our medium albums are 12" square and cost from £200. Our small albums are 9" square and cost from £150. Prints are £20 each with a minimum order of 12 prints. If you would like to order an album order your photographs as 10" prints in folders then leave a note in the "message to vendor" section after you have entered your payment details. We'll then contact you to discuss your requirements and confirm your order on the telephone.

### **Privacy**

We will store your personal details on our customer database. We will never disclose your information to other companies. We contact customers occasionally with details of offers or updates to our service. You can opt out of this by following the instructions in the message or by contacting us. Your credit card details are stored by our secure online payments processor until we charge your card, after which they are deleted.

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