



## Cauliflower Group Ltd – Terms & Conditions

1. By requesting a 'The Art Project' project pack the customer is not contracted in any way to take part in a project.
2. Unless a prior arrangement has been made payment for goods must be made with an order. All cheques must be made out to 'Cauliflower Group Ltd'. The amount of funds raised should be deducted before payment is made.
3. Cauliflower Group will provide the customer with a full VAT invoice with return of goods purchased.
4. Cauliflower Group will reprint or refund, as appropriate, any cards that are faulty as a result of : inaccurate processing or errors in the print production on their part and are not included as limitations within this document. Please email us within 30 days of receipt with details of the school, child's name and code details along with the explanation of the error. All other reprints are at the management's discretion.
5. Cauliflower Group do not process individual personalised/ custom orders as part of the school 'The Art Project' Any artwork found with a customised order form will be returned with a refund/credit note for the amount paid.
6. Where the customer has not provided order forms and or payment for an order, Cauliflower Group will attempt to contact the customer but the job will be put on hold until the matter has been resolved. This may result in a delay in your printing.
7. Where the customer or parent does not complete the required details on the order form, Cauliflower Group will use the following defaults:-
  - a) No caption entered – we will leave blank.
  - b) No child's name entered – no name will be printed.
  - c) No greeting chosen – card will be left blank inside.
  - d) If more than one greeting has been ticked we will print one greeting only.
8. Cauliflower Group can only produce their best quality prints if the artwork guidelines are followed carefully. Any artwork that does not comply to the artwork guidelines will be processed but some details may be lost. (Most common examples being the cropping of important details due to incorrect size/ shape of paper and/or positioning of important details within 1cm of the edge of original design. White or silver media applied to a white background and colour pencil drawings).
9. Limitations in the digital printing spectrum coupled with the wide range of art materials we allow children to use, may result in some colours/shades not reproducing exactly. We cannot guarantee colour accuracy.
10. Any late orders can be completed as a individual order see: <https://www.cauliflowercards.co.uk/individual-cards.html> on our website.