



THE PRINT STUDIO, CAMBRIDGE, LTD. TERMS AND CONDITIONS

Buying prints from The Print Studio Website

You can buy works online using the website shop, contact us by telephone or, with an appointment, visit the Studio.

Our customer guarantee allows you to return prints up to 14 days from purchase and we will return your payment if you are dissatisfied for any reason. If you choose to return work, it must be in the original packaging and in perfect condition and you will be responsible for the freight costs.

Although we do not ship framed work, we can provide advice on framing.

Ways of paying

If you are buying online you will be guided through our purchasing system. Your purchase will be a secure transaction through PayPal. If you are buying over the telephone or by email, you can pay by secure transaction through PayPal, by cheque or by a bank transfer. We will provide you with all the necessary details.

Pricing / Payment

Your order is priced in British pounds. If you are purchasing online currency conversions will be made by PayPal. If you are paying by cheque in a currency other than British pounds there will be a charge for currency conversion.

If your purchase is to be exported outside the European Union, you will not be charged Value Added Tax. If you live within the European Union Value Added Tax will be added at a minimum rate of 15%. The level of these national taxes varies within the member states.

Dispatch

Your order will be dispatched within 3 working days of receipt of the order and confirmation of payment. For cheque payments, the order will be dispatched once the cheque has cleared.

Shipping charges will vary from country to country and increase with the weight of the package. Please contact us for details of the cost and delivery time. Orders within the United Kingdom will be shipped free of charge.

We offer optional insurance on deliveries, for details please contact us.

If your order fails to be delivered please contact us immediately.

If you have been sent the wrong piece/s or if the work is damaged in transit, please contact us to arrange the return of the item/s.

Confidentiality

We will not pass your personal details on to any third party.

If you need more information about our services, please contact us.

Terms and conditions of website usage

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