

Tanzanite Butterfly

Terms & Conditions



By using the site www.tanzanitebutterfly.co.uk you agree to these Terms of Use. If you do not agree to be bound by these Terms of Use you may not use or access this website.

The following Definitions apply:

"Customer" means a person who agrees to buy or buys a custom service to be applied to the shoes provided by the Customer.

"We, us" refers to Tanzanite Butterfly as a company.

"Website" means www.tanzanitebutterfly.com including all content, graphics, code, software and databases.

Warranty & Limitations:

The shoe designs are guaranteed finished upon delivery. Tanzanite Butterfly goes to every effort to protect your shoes and artwork to a high standard. We use a high quality water resistant sealant on all pieces. Once the shoes have been worn, Tanzanite Butterfly cannot guarantee the artwork longevity. Despite the water resistant finish shoes cannot be considered waterproof and whilst they withstand being worn in wet conditions and being cleaned with a damp cloth, the design will not withstand excessive exposure to water, or extreme cold/heat. We recommend the shoes be used for occasion wear only and the customer is reminded that gentle treatment, correct storage and proper care of the shoes is important in keeping them looking their best.

Tanzanite Butterfly

Terms & Conditions



Tanzanite Butterfly accepts all responsibility to take care of the customer's shoes once on the premises of Tanzanite Butterfly with the exception shoes have been damaged in transit- if customer shoes are found to be damaged upon arrival with us Tanzanite Butterfly will contact the Customer immediately.

Where possible, Tanzanite Butterfly will aim to achieve the Customers **vision** as closely as possible. The Customer understands that variations in style and colour as well as modifications of the original design may occur due to the limitations on the part of either the artist, artistic materials available or base shoe shape/surface.

One concept sketch is provided, this is a service available with each order. Any major revisions to the design will incur additional fees.

Returns:

Under Customer Protection (Distance Selling) Regulations 2000 regretfully bespoke and customized items are non-returnable and non-refundable.

Tanzanite Butterfly

Terms & Conditions



Orders:

When a Customer order is placed an estimated completion date will be agreed on based on the level of work required and amount of orders already in the books. Whilst every effort is made to dispatch the shoes on time, due to the variables inherent in creating custom-designed, hand-painted shoes, all delivery dates quoted are estimates and cannot be guaranteed.

Please book your order well in advance to avoid disappointment. Remember to take into consideration your shipping country and time of the year - summer is the busiest and books quickly being wedding season whereas the postal system can be slower around holidays such as Christmas.

Shipping:

A delivery charge will be calculated for each delivery address and will be given on the final invoice. We will not be liable for any import tax incurred at your port of entry and/or by Customs where applicable. Shipping/delivery of the client's shoes to Tanzanite Butterfly is the customer's responsibility.

Copyright Ownership and Rights:

According to copyright law, all shoe designs, photographs, artworks and sketches of the proposed artwork remain the exclusive copyright and intellectual property of Jay Parr, the artist behind Tanzanite Butterfly.

You may not use or reproduce the design, work or the property therein for a purpose other than the one originally stipulated.

Tanzanite Butterfly

Terms & Conditions



Copyright Ownership and Rights (Continued).

All rights, including copyright, of this website, its content, and original artworks, are the property of Jay Parr of Tanzanite Butterfly.

Tanzanite Butterfly reserves the right to photograph the finished shoes created for you and may publish or distribute for the company's promotional and marketing needs any of the above materials as samples for the website, social media accounts, commercial or non-commercial purposes. Feedback from other Customers suggests that special touches such as custom shoes can be as important as a dress so if the customer prefers, where possible, we endeavour to keep all promotional images/ advertising involving your shoes until after your event if you so wish so that they remain a surprise to reveal on the day. If personal and professional images of a Customers day are sent to Tanzanite Butterfly they may appear in the website gallery or promotional work, however the customers confirmed permission will be requested first.

Payment & Delivery of Completed Shoes:

No service shall commence unless and until Tanzanite Butterfly receives and accepts a completed order form from the customer, which includes a written confirmation of order plus a £50 deposit. You are asked to settle the remaining balance before your custom order will be dispatched. The finished shoes will only be dispatched after all funds owing have been received and as such they remain the property of Tanzanite Butterfly until delivery of said goods.

It is the Customers' responsibility to ensure all is paid in a timely manner. Any delays in the payments may incur additional production and delivery time.

Tanzanite Butterfly

Terms & Conditions



Cancellation:

Cancellations are to be sent in writing and will be accepted before any work has commenced. Cancellation of custom order is subject to a £50 fee to cover administrative and preparation time. This fee covers the time for your slot booking, time spent on correspondence and material. The customer is responsible for any additional costs incurred. Once work on your custom order has started, the order cannot be cancelled or changed. Shoes that have been sent by the Customer, if unpainted, will be returned at the customers own cost.

Changing an Order:

For all custom orders you will be supplied with Custom Order Form to be filled and returned to me. Any changes to the information submitted by you in the above form may be subject to additional fees and incur extra production time.

Quotations:

Quotations do not include delivery/shipping costs. Quotations are valid for 30 days after which they may be subject to change.

Other:

Such Contract between us shall be treated as though it were executed and performed in the United Kingdom and shall be governed by and construed in accordance with the laws of the United Kingdom. All actions shall be subject to the limitations set forth in the Terms and Conditions as provided in this document. Nothing in this contract should be deemed to remove any of your statutory rights as a consumer.

Frequently Asked Questions.

