

Terms & Conditions

All references to Print5 in these Terms and Conditions refer to J2A Ltd trading as Print5.

TheMouseHouse is the name of the online purchasing department of Print5.

The Terms and Conditions apply to the sale and purchase of goods between you and Print5. These terms and conditions do not affect your statutory rights.

We may alter our Terms and Conditions at any time without prior notification and it remains the responsibility of the customer to be familiar with them prior to placing an order.

All Products on this website (which may vary from time to time) are available in the UK.

All Products are subject to availability.

In the event that we are unable to supply the Product or any substitute product to you at all, we shall notify you as soon as is reasonably possible and shall reimburse your payment in full and in any event no later than 30 days after the intended delivery date.

Orders and Payments

Prices listed within the Print5 online shop site are valid at time of order but are subject to change without notice as we update our site.

Prices are exclusive of VAT.

During order submission you will be required to provide us with your personal details, including accurate postcode, together with delivery address and all necessary payment details. We accept payment by most major credit and debit cards. By submitting your order online, you are consenting to be bound by our terms and conditions contained in these Terms and Conditions and appearing anywhere on the Online site.

Submitting your Order Form is subject to our acceptance of this offer and we will not consider ourselves bound by a contract with you unless we have issued you a confirmation of order delivery by email. This is not the email sent on submission of an order.

All credit and charge card holders are subject to validation checks and authorisation by the card issuer. In the event of non-authorisation we will not process your order.

Delivery

We will deliver anywhere in the world but we will make an additional charge for any delivery service not offered as standard on our site.

We will process Order Forms received on Saturdays, Sundays or Public Holidays on the next working day. We do not deliver on Saturdays, Sundays or public holidays except by special arrangement. This will incur additional cost.

Anomalies in your submitted personal details may lead to problems or delays in delivery, so before placing your order, please ensure that you have included the full address details, including accurate postcode and your daytime contact telephone number or e-mail address so that we can notify you in the event that any delivery problems are encountered.

Whilst we agree to use all reasonable endeavours to ensure that delivery will be on the requested delivery date you acknowledge that in some circumstances delivery on the requested terms will not be possible. In such circumstances you will be given prior notice wherever possible and we shall make whatever alternative arrangements we see fit.

Print5 will not accept responsibility for any failure to deliver goods or delay, damage or defect caused in doing so if the circumstances were beyond our reasonable control.

Risk & Title

Ownership of goods will not pass to the customer until we have received payment in full of all sums due in respect of the goods.

Cancellation

Due to the bespoke nature of printed items, we cannot accept cancellation once work has commenced however we will limit any charges to reflect time and materials used. The amount of this to be determined by Print5 only.

To amend or cancel your order, please contact us immediately.

You are entitled to cancel any payment at any time where fraudulent use has been made of your credit or debit card by another person not acting on behalf of you or as your agent and to be re-credited by us to the extent that such sums are not reimbursed by the card issuer in such circumstances.

Customer Service

Please make any claim for damage or faulty products as soon as possible and in any case within 3 days to enable us to take action to remedy the fault and/or replace the damaged or faulty goods,

Disclaimer

Whilst we agree to use our reasonable endeavours to ensure that this Online Site and/or the Online Service is fully operational and error-free we cannot guarantee this and, therefore, accept no responsibility for any defects and/or interruption of the Online Site and/or the Online Service and shall be released from our obligations under these Terms and Conditions in the event of any cause beyond our reasonable control which renders the provision of the Online Site and/or the Online Service impossible or impractical.

General

We reserve the right to supplement and amend the Terms and Conditions on which you are permitted access to the Online Site and/or the Online Service from time to time. We will post any changes on the Site and it is your responsibility as a customer to review the Terms and Conditions on each occasion you access the Online Service or Online Site. Changes will be effective five hours after the posting of any such change and all subsequent dealings between you and us shall be on the new terms and conditions.

Additionally, we reserve the right to suspend, restrict or terminate access to the Online Site and/or the Online Services for any reason at any time.

These Terms and Conditions shall be deemed to include all other notices, policies, disclaimers and other terms contained in the Online Site, provided that in the event of a conflict between any such other notices, policies, disclaimers and other terms, these Terms and Conditions shall prevail. If any of these Terms and Conditions is held to be invalid or unenforceable, the remaining provisions shall remain in full force and effect.

We shall ensure that we comply with the requirement of all current data protection legislation including, without limitation, the Data Protection Act 1998 (as replaced, modified or re-enacted from time to time). We shall only use personal data received from you for the purpose of fulfilling our obligations under these Terms and Conditions and as stated in our Privacy Policy.

A person who is not a party to the agreement between you and us has no rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any of the Terms and Conditions but this does not affect any right or remedy which exists apart from that Act.

Save in respect of fraudulent misrepresentation, this agreement (including any documents and instruments referred to herein) supersedes all prior representations, arrangements, understandings, and agreements between you and us (whether written or oral) and sets forth the entire agreement and understanding between you and us relating to the subject matter hereof.

Your purchase will be deemed to have occurred in the UK. These Terms and Conditions shall be governed by and construed in accordance with English Law and the parties agree to submit to the exclusive jurisdiction of the English courts.

Privacy Policy

Print5, Coventry is committed to protecting your privacy, be it online, over the phone or within our business. We will only use the information that we collect about you in a lawful way within the Data Protection Act 1998 & subsequent revisions thereof. We collect information about you purely for the reason of processing your order with us.

When placing an order, information you provide will NOT be shared with any other company apart from our banking services to ensure your order can be processed and delivered successfully.

The type of information we will collect about you includes:

- Contact and Company Details
- Address & Postcode
- Telephone Number
- email address
- Credit / Debit card details

When ordering online, we will maintain your details on our secure database for our own marketing purposes and to inform you of future offers.

Every time you connect to our website we store a log of your visit which shows the unique number your machine uses when it is connected to the internet (IP address). This tells us what you looked at; whether the page request was successful or not and which browser you use to view the pages. The use of this data is strictly for analytical purposes only. This helps us to understand which areas of the site are of particular interest and also which pages are not being requested. It also tells how many people are visiting the website in total.

If you do have any queries about our Privacy Policy, please don't hesitate to contact us.