

Terms and Conditions

1. Ordering Policy.

Once an order has been received, it will be confirmed via email. Proofs for all plaques will be sent via email to the email address supplied within 48 hours. If we are unable to supply the goods required to your particular specifications, you will be notified as soon as possible after we receive your order. You will be offered a full refund or an alternative via telephone and email if you have already paid for the order.

It is the customer's responsibility to notify us of any errors or changes required within 24 hours of receipt of confirmation for all fixed engraved items. Corrections and changes to proofs should be made prior to engraving.

Notification that engraving will take place for proof items will be sent via email.

It is the customer's responsibility to advise us of non-receipt of the confirmation. Spam mail boxes should be checked if web mail accounts have been used.

Methods of payment, Cheque or Bank Transfer details will be sent via the confirmation email.

2. Prices and Postage.

Payment must be made upon confirmation of the proof, prior to engraving. Payment can be made via cheque payment or bank transfer or card payment via Pay Pal. Details of how to make a payment will be given upon order confirmation. Plaque orders for Woodlands, Natural Burial Grounds and Cemeteries will be posted together with the invoice for payment. 30 day payment term applies to all invoices sent to established clients. Special orders will be posted as soon as possible and will receive priority. Postage and packaging to UK main land is fixed at £2.50 for regular sizes as advertised on the website. A charge for postage will be made to any area outside the UK mainland as well as custom plaques larger than those sizes stated on the website.

All goods are wrapped with protective bubble wrap and brown paper. Postage is usually First Class, Royal Mail or Parcel Force. Notification of posting will be sent via email. Notify us as soon as possible if there is damage or loss from delivery.

3. Cancellation and Returns.

If your order is not manufactured to your instructions you have a right to return the goods and receive either a full refund of your monies or replacement goods, within 7 days of purchase. Please note that all orders with proofs which have been confirmed by you before engraving and will not be subject to cancellation. If you need to return goods, please contact us beforehand, telling us that you are returning the goods and why.

Goods received damaged in transit will be replaced as soon as possible free of charge, to the same specifications as the original order, this will be done as soon as the damaged goods have been returned to us. We would expect notification of damaged goods within 24 hours of the goods being received.

Returns are made at the customers' expense, although we may waive this responsibility in certain circumstances. We reserve the right to implement an administration charge for orders cancelled by customer at any time prior to manufacture of that order.

4. Colours, shapes and sizes.

The colour of goods may vary slightly from that shown on the web site due to limitations of browser software and monitors. Colour variations are likely to occur due to the nature of natural materials used. All sizes quoted are approximate and subject to manufacturing variations. It is our normal practice to adjust the size of the sign to match the required text. Natural wood has lines, grooves and blemishes. All items are finished off by hand. It is the customer's responsibility to advise us of any maximum or minimum dimensions at the time of order.

5. Checking and Correction of Proof's.

Where proofs are sent out they must be checked in all respect for example Layout - Text - Content - Punctuation – Spelling and Capitalisation. A new proof reflecting changes will be issued prior to confirmation of engraving.

6. Orders.

Orders are to go through the web site <http://www.valleyviewrest.co.uk>, telephonic orders will only be taken on special occasions. If no confirmation of an order is received via email within 48 hours of submitting an order, it is the customers responsibility to contact Wychwold Ltd to check if the order has been received.

7. Warranty policy.

Wychwold Ltd is not responsible for any maintenance which should be carried out on any plaques that have been purchased. Weathering is a natural process and wood is a natural product, cracks, mould growth, discolouring are all part of the natural process. Wychwold Ltd uses high quality wood for the plaques and will supply the plaque with the requested finish. Care in placement of the plaque and maintenance is the clients responsibility, guide lines supplied with each posted order. Downloadable instructions available from the website.

8. Confidentiality.

All confidential information including customer details are not passed to third parties, but we reserve the right to pass on customer's contact numbers to parcel carriers in the event of delivery difficulties, unless specifically requested not to do so. All customer details are used only in accordance with the Data Protection Act.

9. Indemnity.

You agree to indemnify us against any claims, direct or consequential losses, liabilities, damages and expenses (including legal fees), arising out of your use of a product. Wychwold Ltd's liability for direct loss is limited to the contract value.

10. Jurisdiction.

The Contract will be governed by the laws of England and Wales and the parties to the Contract submit to the jurisdiction of the English Courts.

11. Failed Deliveries.

All orders whether 'Free delivery' or 'Charged for' delivery refer to an order being sent to a given address once only. We reserve the right to request any subsequent delivery costs from the customer, if the item is returned to us due to failed delivery.