

## Pre-Contract Information

You are purchasing from Millbank and Kent, Wedding, Funeral or Occasional paper stationery.

Millbank and Kent have raised an invoice or quotation to state the cost of the goods and services being provided, now or in advance where able. Delivery costs may need to be confirmed once weight and size have been established nearer the time of despatch.

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The contract and your obligation are from the point of completion of our order forms to when you receive the agreed goods in person.

We aim to deliver your stationery in perfect condition. Due to this we ensure that the cost of your delivery covers insurance to cover damage in transit only. We accept credit card payment by Paypal only. Otherwise we request a bank transfer to our Starling account.

Millbank and Kent

1 Millbank Cottages, Millbank, Hoath, Canterbury, Kent, CT3 4LP

07734 300442

[info@millbankandkent.co.uk](mailto:info@millbankandkent.co.uk)

[www.millbankandkent.co.uk](http://www.millbankandkent.co.uk)

For the items of stationery ordered, the pricing is agreed at that point within the quotation or invoice provided.

Payment of stationery is due on receipt of your first online or paper proofs. If stationery is not required to be printed for 3 months away or more, a £50.00 deposit is required for us to schedule the stationery in the diary and to ensure the appropriate stock is available.

Delivery of goods is agreed when we confirm your order. We produce a schedule of dates to confirm, design, printing, production and expected despatch date from our premises.

We do operate premium line telephone rates or charge for our time related to any queries or complaints you may have.

You may cancel your order at any point prior to printing but if a reservation fee has been paid we may retain this based upon the amount of time and the cost of goods already purchased for your order. You will lose the right to cancel once printing has been completed.

On receipt of your stationery, please ensure it is stored in an area without extremes of heat or damp and away from direct sunlight. It is your responsibility to maintain the quality of the product on receipt of receiving the goods.