

# Dragon Press Bindery Ltd Terms and Conditions of Business

The following terms and conditions (collectively, these "Terms and Conditions") apply to the provision of services, including tuition, by Dragon Press Bindery Ltd.

Please read the Terms and Conditions carefully because by engaging Dragon Press Bindery Ltd to provide a service you accept and agree to be bound and abide by these Terms and Conditions.

## **Estimates**

An estimate for services should not be regarded as a quote. Given the nature of our work, unforeseen complications can arise, particularly during restoration and conservation treatment. The customer will be informed if the cost of work exceeds the given estimate by more than 10%.

## **Deposits**

A non-returnable deposit of 35% of the given estimate is required for work to commence.

## **Proofreading**

The customer will be provided with a proof of any typesetting for their formal approval of correct details before printing commences. Mistakes not noticed by the customer when signing off proofs are the sole responsibility of the customer. If reprinting is required, the customer will be charged for the additional costs of work and materials.

## **Collection/delivery**

The customer should collect items within two weeks of notification of completion of work. After this time, a storage charge may be incurred.

If delivery of items is required, the customer will be charged for packing and postage or courier costs. If Dragon Press Bindery Ltd is required to deliver in person, the customer will pay expenses.

## **Payment**

Payment is due within 15 days of an invoice being issued.

## **Copyright**

Dragon Press Bindery Ltd retains copyright in documentation and images taken of work carried out.

## **Cancellation**

If the customer cancels a service before its completion, they are responsible for any costs incurred by Dragon Press Bindery Ltd that are not covered by the non-refundable amount deposited.

Cancellation by the customer of booking to attend an educational event must be made in writing by post or email. In this case, booking fees are refundable according to the schedule below:

Date by which cancellation notified	Amount refundable
Two months before event	100%
One month before event	50%
Two weeks before event	25%
Less than two weeks before event	none

If Dragon Press Bindery Ltd cancels an educational event for any reason, booking fees will either be refunded to the customer in full or, with the customer's agreement in writing, retained for future rescheduling of the event.

### **Insurance**

Dragon Press Bindery Ltd has Public Liability insurance of £2,500,000 per claim plus legal fees, costs and expenses. Any concerns about insurance of the customer's property should be raised for discussion by the customer before work is agreed.