

TERMS AND CONDITIONS

Fait Maison
create and make



Private Orders

These terms and conditions are applicable for any project, or work carried out by Fait Maison UK. Throughout this document any of the companies or services will be referred to as 'FM'. All products and services of FM are listed in Schedule A of this agreement.

01. Invoices and payments

- A. Unless agreed otherwise in writing, 50% of the invoice must be paid on raising the invoice ('advance'). On completion of the work, the balance 50% must be paid before any hand over of assets.

02. Default in payment

In the event of any default by the client in payment of raised invoices, FM has the right to withhold assets until such payment has been received.

03. Cancellation of orders

Cancellation of orders that have gone into production will incur a 20% charge of the order total.

04. Additional charges

- A. FM will liaise with the client on any charges relating to the project, which falls outside of the original invoice or quotation. Once any additional charges have been agreed with the client, a variation or overages order will be raised. B. Any such additional charge is owed despite any discrepancy in the client's original purchase order or email confirmation of engaging FM (Purchase Order or confirmation on email) provided that this is mentioned in writing to the client.

05. Late payment paya

If the advance, balance or full payment is not received within 60 days of the invoice date, FM will automatically charge a late payment fee that shall accrue daily from the due date of the invoice at a rate equivalent to 30% per annum. B. Also, there shall be an administration fee of £5 per phone call or another mode of communication such as e-mail and £20 per hour for time spent investigating and following up delayed payments. Under a circumstance where a credit management service ('agency') is engaged by FM to follow up on the debt, a further invoice will be raised for the wasted administration time chasing the payment.

06. Complaints

Should the client have cause to make any complaint about the service or projects of FM the complaint, if put in writing, will be acknowledged by FM, within 14 days and, a detailed reply will be issued to the client within a further 28 days after that. In cases of complaint, all relevant work, including but not limited to invoice and original materials, should be returned to FM.

Online Orders

These terms and conditions govern the use of faitmaison.uk and outline the legal responsibilities and obligations that shall exist between you and Fait Maison. By placing an order on this website, you are deemed to have read and agreed to these terms and conditions. Should you have any questions, please do not hesitate to contact us via email (Creations@faitmaison.uk)

01. Product conformity

We endeavour to ensure that the product specifications and descriptions on this website are accurate, but should only be used as a guide and is not intended to be binding. In addition, we cannot accept any responsibility for any variation in colour caused by the browser software or computer system used by you.

02. Placing an Order

When you place an order, it is your responsibility to ensure that all information provided is accurate and correct. Please contact us immediately, should you require to amend any details of your order. We will endeavour to make the relevant amendments prior to despatching your order, but we cannot guarantee changes can be made once an order has been despatched.

Please note all products are made to order, and therefore we cannot guarantee despatch timings. However, we will endeavour to keep you inform of estimated dates.

An email confirming that your order has been received will be sent to you upon placing an order. This does not confirm that your offer to purchase the goods has been accepted. A contract between you and Fait Maison for the sale of products will only exist once an order has been despatched to you, which will be confirmed via email.

You are required to pay the total of the order when you place the order.

If for we are unable to fulfil any part of your order, we will notify you as soon as is practicable and we will refund your payment method within 7 days of so doing. This does not affect your statutory rights. Prices and availability of goods are subject to change without notice. The advertised delivery charge will be added to your order value, unless otherwise stated.

03. Promotional Codes

Unless otherwise stated, special offers cannot be used in conjunction with any other promotion, nor are they valid for the purchase of sale items or gift vouchers. If a promotion is valid only for orders over a certain amount, that amount does not include delivery or the cost of a gift box. Promotion codes cannot be added to an order retrospectively.

Multibuys: In case of part return of a bundle containing multiple products, any promotional discount will be void and your refund will reflect the fact that you will be charged full price of the goods you have kept.

Giftsets: As giftsets have discounts worked into their price, they may only be returned for a refund or credit note if the entire gift set is returned in full.

04. Payment & Tax

We accept online payment in a secure environment via pay pal. All prices are quoted in pounds sterling and are inclusive of VAT.

05 Delivery

Orders are sent tracked and signed for.

06. Return Policy

All items for return should be returned in an undamaged, unused and re-saleable condition within 14 days of receipt, items purchased in the Sale fall outside of this policy, see details below.

We are a small business and we are therefore unable to offer a free returns service. Items must be unused and with the original tags attached.

To Return an Item: Please email us creations@faitmaison.uk indicating the reason for return and send it back to us at 4 Elm Tree Cottage, Pewsham, Chippenham, SN153RU.

Please note that we do not offer a free returns service. Refunds are credited to the original method of payment only.

We strongly recommend you obtain a proof of postage receipt from the Post Office, as we cannot be held responsible for packages that do not arrive. You will receive a confirmation email once your return has been processed. Please allow up to 10 working days.

07. Exchanges

At present we do accept exchanges. If you wish to exchange an item, you will need to return the relevant item and place a new order.