



Terms & Conditions

- TMAM reserves the right to feature your stationery/table accessories on our Website, Facebook and Twitter pages, but your contact details and all the details of your wedding will not be passed on or sold to any third party.
- Prices may be subject to change. Customers will be charged at current prices at time of order/payment.
- A 50% deposit of the final balance is to be paid upon order of your items. The remaining balance is to be paid in cash only on collection or by bank transfer (cleared funds before collection of your order).
- Deposits are non-refundable once work has started. Cancellation of an order will be subject to any costs incurred and the full order will be charged if the order has been signed off and printed.
- Payment can be made either by cash, cheque or bank transfer. All payments to be made in £ Sterling. We must receive deposit payments by way of cleared funds before the issue of any proofs.
- Clients will receive via email a PDF proof of each item before printing commences (If you would prefer to receive a hard copy of your proofs, please inform us upon ordering and this will be arranged for you). Proofs are produced in order for you to check the design, wording, spelling, grammar and layout agreed in your order. Whilst we take great care in producing your proofs, you are responsible for ensuring that the proof is exactly as you want it. TMAM will spot check wordings but if items are signed off with typos and subsequently printed TMAM will accept no responsibility.
- No further changes to stationery will be accepted after receipt of your signed approval. Your order will not begin until we have received your written approval of each proof by either e-mail or post. The first two proofs per item are free, if subsequent changes are made then any additional proofs are charged at a cost agreed by TMAM. Once you have confirmed via email that you are happy with the proofs we will proceed with your order. Should you wish to make any changes or notice any errors you can either accept the final order as finished or have the item changed and you will be charged at a cost agreed by To Make a Memory.
- If you would like a complete stationery item to be sent as a proof this will be charged at the full cost for said stationery item. Complete Stationery proofs can be collected by prior arrangement or are sent by Recorded Royal Mail (additional charges will apply for this service).
- Please ensure that all information supplied for stationery is in a usable format and accurate to the best of your knowledge to minimise amendment and reproofing. Information for items needed on the day (Order of Service, Menus, Place Name Cards, Table Plans, Table names/numbers) must be signed off a minimum of 4 weeks before the wedding to guarantee the delivery of the items in time for the wedding.
 - You can pay a rush charge of £50 to have your stationery made top priority; this allows us to work outside of normal hours
- Wedding Orders are to be collected upon arrangement or sent by Special Delivery or Courier and will need to be signed for (additional charges will apply for this service).

Terms & Conditions... cont

- To Make a Memory shall not be liable for damage of goods once collected in person or dispatched and passed onto Royal Mail or any other courier for delivery.
- Our fee for your Venue Set Up/Dressing will be calculated as per each individual client's requirements and distance to the venue. Travel charges will apply at 45p per mile for journeys over 5 miles.
- In order for us to dress your wedding venue a time must be arranged with us prior to your wedding in order to allow all other parties to prepare the venue prior to us arriving.
- Hire of Ornate Frames and Easels are only available when purchasing our Table Plans or Welcome Signs. Due to the weight of our larger Mirror Table Plans they are unsuitable for use with our ornate easels.
 - A £50.00 cash refundable deposit is required upon collection of hired items prior to the wedding to secure against loss or damages, this will be refunded back to you upon return of undamaged items. All deposits shall be refunded back in cash. Any loss or damage to our hired items will be invoiced to you at full replacement value.
- All designs are Copyright © To Make a Memory
- Data Protection: We conform to the requirements of the Data Protection Act, 1998.

E Mail Addresses

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nicola@tomakeamemory.com
emma@tomakeamemory.com

Opening Times

Monday – Closed
Tuesday – 9am – 5pm
Wednesday – 9am - 4pm
Thursday – 9am – 5pm
Friday – 9am – 5pm
Saturday – 10am – 3pm
Sunday – Closed

Please note due to the delicate nature of our work we can not accommodate children during consultations, sorry for any inconvenience this may cause.