



Terms & Conditions

PRIVACY

- YOUR PERSONAL DETAILS AND GUEST INFORMATION IS CONSIDERED PRIVATE AND CONFIDENTIAL. WE ENSURE TO KEEP ALL INFORMATION SECURE AND WILL NOT UNDER ANY CIRCUMSTANCE DISTRIBUTE TO ANY THIRD PARTY.

COPYRIGHT

- ALL OF THE DESIGNS AND WEBSITE CONTENT ARE OWNED BY THE LITTLE PAPER PANTRY. IT IS AN OFFENCE TO REPRODUCE ANY PART OF ANY DESIGNS/CONTENT CREATED BY THE LITTLE PAPER PANTRY WITHOUT PERMISSION. ALL PRINTED STATIONERY PRODUCTS BY THE LITTLE PAPER PANTRY CONTAIN A VERY SMALL AND UNOBTRUSIVE COPYRIGHT CREDIT.

PROMOTIONAL USE

- THE LITTLE PAPER PANTRY MAY REPRODUCE ANY ARTWORK, DESIGNS OR LAYOUT IN PROMOTIONAL MATERIAL. IF YOU DO NOT WANT YOUR ITEMS TO APPEAR IN PROMOTIONAL MATERIAL, PLEASE SEND THE LITTLE PAPER PANTRY A WRITTEN REQUEST.

ACCEPTANCE OF TERMS & CONDITIONS

- APPROVAL AND PAYMENT OF ALL ORDERS IS CONSIDERED ACCEPTANCE OF ALL TERMS AND CONDITIONS AND CONFIRMS ALL ITEMS ON YOUR PURCHASE ORDER. ANY ITEM DISPUTES ON YOUR PURCHASE ORDER MAY BE DISPUTED WITHIN 7 DAYS ONLY.
- USE OF OUR WEBSITE AND THE PURCHASE OF GOODS FROM THE LITTLE PAPER PANTRY WEBSITE ARE GOVERNED BY THESE TERMS AND CONDITIONS. "WE" OR "OUR" MEANS THE LITTLE PAPER PANTRY PTY LTD, "YOU" OR "YOUR" MEANS THE PERSON ACCESSING, USING OR ORDERING ITEMS FROM OUR COMPANY.
- ALL TERMS AND CONDITIONS ARE SUBJECT TO CHANGE AT THE LITTLE PAPER PANTRY'S DISCRETION.

PRICING/PAYMENT METHODS

- ALL PRICES ARE IN AUSTRALIAN DOLLARS (AUD) AND ARE EXCLUSIVE OF GOODS AND SERVICES TAX (GST). THE LITTLE PAPER PANTRY RESERVES THE RIGHT TO CHANGE THE PRICING AT ANY TIME WITHOUT NOTICE. PLEASE NOTE GST IS AN AUSTRALIAN TAX AND IS NOT APPLICABLE TO INTERNATIONAL ORDERS.
- MINIMUM OUTLINED DEPOSIT OF THE TOTAL QUOTED PRICE IS REQUIRED ON PLACING AN ORDER. FINAL BALANCE FOR CURRENT STAGE ITEMS ARE TO BE PAID PRIOR TO PRODUCTION COMMENCEMENT OR UPON YOUR PROOF APPROVAL.
- ORDERS OF A VALUE LESS THAN \$800 ARE REQUIRED TO BE PAID FOR IN FULL.
- THE LITTLE PAPER PANTRY ACCEPTS PAYMENTS BY BANK DEPOSIT, CHEQUE OR MONEY ORDER. WHEN USING THESE METHODS WE REQUIRE PAYMENT TO CLEAR PRIOR TO COMMENCEMENT OF THE ORDER. FOR BANK DEPOSITS, WE KINDLY ASK THAT YOU MAKE A NOTE OF YOUR NAME IN THE DESCRIPTION SECTION AND NOTIFY US VIA EMAIL WHEN THE DEPOSIT HAS BEEN MADE.
- FOR MONEY ORDER OR CHEQUE, ORDERING OF STOCKS AND SUPPLIES WILL NOT COMMENCE UNTIL THE CHEQUE HAS CLEARED. CHEQUES FOR FINAL PAYMENT MUST BE CLEARED BY THE BANK PRIOR TO COLLECTION. PAYMENTS CAN ALSO BE MADE SECURELY BY CREDIT CARD OR BANKCARD VIA THE SECURE PAYPAL SITE. PAYPAL'S SERVICE ALLOWS ANYONE TO PAY IN ANY WAY THEY PREFER, INCLUDING THROUGH CREDIT CARDS, BANK ACCOUNTS, BUYER CREDIT OR ACCOUNT BALANCES, WITHOUT SHARING FINANCIAL INFORMATION. FOR FURTHER INFORMATION REGARDING PAYPAL PLEASE SEE WWW.PAYPAL.COM.AU OR CONTACT US FOR MORE INFORMATION.
- THE LITTLE PAPER PANTRY MAY INCREASE ANY AMOUNTS QUOTED THAT HAVE BEEN ISSUED PRIOR TO 30 DAYS.



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PRODUCTION

- A MINIMUM OF 2-4 WEEKS IS REQUIRED FOR PRODUCTION AFTER APPROVAL AND PAYMENT OF CURRENT STAGE HAS BEEN RECEIVED. PRODUCTION CANNOT COMMENCE WITHOUT EITHER. DELIVERY IS NOT INCLUDED IN THIS TIME FRAME.
- ALL SAMPLES REQUIRED FOR PRODUCTION MUST BE RETURNED TO THE LITTLE PAPER PANTRY. PRODUCTION MAY COMMENCE IF A SAMPLE HAS NOT BEEN RECEIVED IN WHICH CASE YOU RISK YOUR INVITATION DESIGN BEING ALTERED. SHOULD YOU WISH TO RETAIN AN INVITATION AS A KEEPSAKE THEN AN ADDITIONAL INVITATION MUST BE PURCHASED.
- 100% SURCHARGE WILL BE INCURRED FOR ANY ADDITIONAL INVITATIONS OR STATIONERY REQUIRED AFTER PRODUCTION HAS COMMENCED. QUANTITIES CANNOT BE REDUCED BY MORE THAN 10%.
- MANY COMPONENTS UTILISED IN THE LITTLE PAPER PANTRY'S PRODUCTS ARE EXCLUSIVE DESIGNER ITEMS THAT ARE IN LIMITED SUPPLY. THE LITTLE PAPER PANTRY THEREFORE RESERVES THE RIGHT TO REPLACE ANY COMPONENT WITH A SIMILAR ALTERNATIVE ITEM SHOULD ONE BECOME UNAVAILABLE.
- VARIATIONS BETWEEN ITEMS ARE CHARACTERISTIC OF THE HAND-MADE NATURE OF THE LITTLE PAPER PANTRY'S PRODUCTS.

COLOUR VARIATIONS

- ONSCREEN COLOURS AND FINISHED PRODUCT COLOURS MAY VARY SLIGHTLY DUE TO MONITOR VARIATIONS. THERE IS ALSO ALWAYS A CHANCE THAT SLIGHT COLOUR VARIATIONS CAN OCCUR BETWEEN EACH STATIONERY PIECE. THIS CAN BE A RESULT OF DIGITAL PRINTING.

FORMATTING/WORDING

- ONCE AN ORDER IS PLACED, LAYOUT OF TEXT WILL BE SUPPLIED FOR YOUR APPROVAL. YOU ARE ALLOWED A MAXIMUM OF 3 CHANGES PER FILE FOR ANY STAGE ITEMS BEFORE CHARGES APPLY.
- THE LITTLE PAPER PANTRY HAS THE RIGHT TO LIST OUR DETAILS ON ALL OF OUR STATIONERY PRODUCTS.
- YOU WILL BE REQUIRED TO APPROVE IN WRITING ALL SPELLING AND FORMATTING OF ALL TEXT, NAMES AND ADDRESSES SUPPLIED. THE LITTLE PAPER PANTRY DOES NOT TAKE ANY RESPONSIBILITY FOR SPELLING OR FORMATTING ERRORS. ALL PAGES ON YOUR SUPPLIED PROOF WILL BE PRINTED AND PRODUCED. NO ALTERATIONS CAN BE MADE ONCE YOU HAVE APPROVED THE FORMATTED COMPUTER PROOF. CHARGES WILL APPLY.
- YOU ARE REQUIRED TO FOLLOW EXACT FORMAT SPECIFIED BY THE LITTLE PAPER PANTRY FOR PERSONALISATION OF INVITATIONS AND GUEST ADDRESS LABELS. SHOULD THE LITTLE PAPER PANTRY NEED TO ADJUST UNFIT FORMATTING, AUTOMATIC CHARGES PER ITEM WILL BE APPLIED.
- ONLY FINAL GUEST LISTS SHOULD BE EMAILED ON 1 SPREADSHEET. PLEASE DO NOT EMAIL NEW GUESTS - ADD THEM ON TO YOUR SPREADSHEET AND KEEP EMAILING THE UPDATED VERSION UNTIL WE FORMAT AND EMAIL YOU THE FINAL PROOF.
- EXTENSIVE FORMATTING CHANGES WILL RESULT IN JOB DELAYS. PLEASE MAKE SURE YOU EMAIL YOUR FINAL EDITED TEXT TO AVOID DELAYS. FEES WILL BE CHARGED FOR ANY TEXT THAT MUST BE WRITTEN UP BY THE LITTLE PAPER PANTRY AS FOLLOWS: INVITATION - \$30.00, RSVP & GIFT REGISTRY - \$30.00, ORDER OF SERVICE - \$60.00, GUEST LIST TEMPLATE - \$30.00. PLEASE CONTACT US FOR ANY OTHER FEES INVOLVED IN TYPING UP WORDING.



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- › CORRECTIONS MADE TO FORMATTED TEXT AND GUEST TEMPLATES WILL ONLY BE ACCEPTED VIA EMAIL. PLEASE DON'T TELEPHONE ANY CHANGES, SPELLING ISSUES, DELIVERY ADDRESSES OR FORMATTING ISSUES - WE WILL ONLY ACCEPT THEM IN EMAIL/WRITING.
- › STAGE 2 WORDING MUST BE SUPPLIED A MINIMUM OF THREE WEEKS PRIOR TO THE EVENT DATE.

DESIGN PROOF APPROVAL

- › ONLY ONCE APPROVAL AND FINAL PAYMENT HAS BEEN RECEIVED OF CURRENT STAGE WILL THE JOB BE SCHEDULED INTO PRODUCTION AND A MORE DEFINITE JOB DELIVERY DATE WILL BE ESTABLISHED. STAGE 2 IS AUTOMATICALLY SCHEDULED FOR TWO WEEKS PRIOR TO EVENT DATE. SHOULD YOU WISH TO HAVE YOUR ITEMS READY EARLIER YOU MUST NOMINATE A SPECIFIC DATE AND TIME 1 MONTH PRIOR TO THE EVENT DATE.

DELIVERY/POSTAGE/PICKUP

- › NON-PERSONALISED ITEMS WILL BE DESPATCHED BY AUSTRALIA POST EXPRESS POST TO PROVIDE TRACKING AND WILL BE SHIPPED WITHIN 3-7 DAYS OF ORDER UNLESS OTHERWISE NOTIFIED. YOU WILL RECEIVE AN EMAIL NOTIFICATION THE DAY OF SHIPPING.
- › WE DO NOT REQUIRE A SIGNATURE FOR DELIVERY; HOWEVER, WE ARE NOT RESPONSIBLE IF A CARRIER LEAVES YOUR PACKAGE UNATTENDED AT YOUR HOME.
- › IF A DELIVERY IS NOT POSSIBLE TO YOUR LOCATION DUE TO AN INCOMPLETE ADDRESS AND THE PACKAGE IS RETURNED TO US, WE WILL NEED TO RECHARGE FOR THE DELIVERY TO RESEND IT AGAIN.
- › WE TAKE GREAT CARE IN PACKAGING YOUR STATIONERY AND AS A RESULT, ONCE GOODS ARE DISPATCHED, THE LITTLE PAPER PANTRY CANNOT BE HELD LIABLE FOR ANY LOSS, DELAY, DAMAGE, POSTAL OR CHARGES (INCLUDES BEING CAUSED BY A THIRD PARTY), INCORRECT STORAGE OR HANDLING. THE LITTLE PAPER PANTRY WILL NOT GUARANTEE DELIVERY TIMES AND ADVISE THAT ALLOWANCES BE PROVIDED FOR UNEXPECTED DELAYS WHEN ORDERING. ANY DELIVERY AND COMPLETION DATES STATED BY THE LITTLE PAPER PANTRY ARE APPROXIMATE ONLY.
- › THE LITTLE PAPER PANTRY DO NOT REFUND POSTAGE AND DELIVERY CHARGES. ALL POSTAGE COSTS ARE SUBJECT TO ALTERATION WITHOUT PRIOR NOTICE. DELIVERY CHARGES MAY ALTER DEPENDING ON DESTINATION AND SIZE OF ORDER.
- › WE ADVISE NO CONFECTIONERY THAT CAN MELT SHOULD BE POSTED.
- › ALL EXPRESS POST ORDERS UNDER 3KG WILL BE CHARGED AT \$15.00. ANY ORDERS ABOVE 3KG WILL BE CHARGED AT \$25.00. INTERNATIONAL EMS COURIER WILL BE SUBSTANTIALLY MORE AND HANDLING WILL BE CHARGED ON TOP.

INTERNATIONAL ORDERS

- › WE WELCOME INTERNATIONAL ORDERS.
- › PLEASE CONTACT US AT [INFO@LITTLEPAPERPANTRY.COM](mailto:info@littlepaperpantry.com) PRIOR TO PLACING AN ORDER TO DISCUSS THE REQUIREMENTS AND SHIPPING QUOTE. OUR POSTAGE QUOTE WILL NOT INCLUDE ANY IMPORT FEES, TAXES, CUSTOMS DUTIES, BROKERAGE FEES, DISTRIBUTION FEES, OR ANY OTHER CHARGE APPLIED BY INSTITUTIONS AND ORGANIZATIONS OTHER THAN THE LITTLE PAPER PANTRY. YOU ARE SOLELY RESPONSIBLE FOR THESE FEES AND ANY OTHER ADDITIONAL FEES THAT MAY APPLY. PLEASE CHECK WITH YOUR LOCAL CUSTOMS AGENCY FOR MORE INFORMATION; UNFORTUNATELY, WE CANNOT QUOTE THESE COSTS FOR YOU.



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REFUNDS/CANCELLATIONS

- YOU MAY RETURN NON-PERSONALISED ITEMS SOLD BY THE LITTLE PAPER PANTRY WITHIN 10 DAYS OF DELIVERY FOR A FULL REFUND.
- PLEASE CHOOSE CAREFULLY. DUE TO THE NATURE OF PERSONALISED STATIONERY PRODUCTS, REFUNDS CANNOT BE MADE IF THE ORDER HAS BEEN SENT TO PRINT. IF A CANCELLATION IS REQUIRED BEFORE ORDER IS SENT TO PRODUCTION A REFUND OF 50% WILL BE GIVEN.
- ONCE A PURCHASE ORDER HAS BEEN CONFIRMED, CANCELLATION OF PART OF THAT ORDER WILL INCUR A 25% CANCELLATION FEE FOR THAT PORTION OF THE ORDER. ONCE AN ORDER HAS BEEN PAID IN FULL, NO PORTION OF YOUR ORDER CAN BE CANCELLED.
- THE LITTLE PAPER PANTRY RESERVES THE RIGHT TO CANCEL YOUR ORDER SHOULD YOU MISS YOUR APPROXIMATE DELIVERY DATE ON YOUR PURCHASE ORDER, IF YOU HAVE BEEN CONTACTED MORE THAN THREE TIMES BY THE LITTLE PAPER PANTRY OR IF YOUR ORDER IS OLDER THAN 12 MONTHS.
- ANY CREDITS ON YOUR ORDER ARE TO BE REDEEMED WITHIN 3 MONTHS AFTER YOUR EVENT.
- IF YOU RECEIVE AN ITEM THAT IS MISPRINTED COMPARED TO THE SIGNED OFF PROOF NOTIFY US AND IT WILL BE REPRINTED AND SENT TO YOU AT NO CHARGE. HOWEVER, ANY ERRORS THAT ARE SIGNED OFF BY YOU THROUGH THE PROOFING PROCESS ARE TO BE REPRINTED AT YOUR EXPENSE. IT IS YOUR RESPONSIBILITY TO CHECK ALL COPIES ARE CORRECT.