

# COCOMULTIMEDIA

commercial and wedding photography | large format printing | web design | marketing materials

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## Print Products Terms & Conditions and Online Shop

All photographs are printed in-house (unless advertised otherwise) from a professional quality large-format printer. Assuming that you store your photographs appropriately, the inks used in printing are advertised by the manufacturer to retain lightfastness (i.e. not fade) for up to 75 years for colour prints and 100 years for B/W prints. Displaying photographs in areas that experience bright light will speed up the fading process, whilst displaying photographs behind glass in a frame should slow any degradation process caused by exposure to air. Any mounts provided are intended for presentation in a frame; the adhesives used are not guaranteed to hold the mount as an independent framing device. Unless specifically stated, photographic prints are not waterproof.

Prices for individual items and shipping costs may vary at times subject to the cost of materials or third party services, or other reasons. Due to unforeseen circumstances, should it be necessary to amend the cost of your order, you will be contacted and given the option to cancel with a full refund

If you request a specialist service such as a canvas print or bulk quantity of products to be delivered on an urgent basis, you will be charged for the cost of the product and special delivery costs even if you change your mind and wish to cancel the order.

All 8x10" individual prints come mounted ready for framing. Mount colours may vary.

A variety of specialist media can be printed on including canvas, vinyl and art paper, and a variety of sizes up to 24" in width and 30+ metres in length. Bespoke sizes can be arranged.

If you intend to purchase a large quantity of photographs, please contact COCO Multimedia direct as a discount may be available.

If you require specialist media or a size other than those listed, please contact COCO Multimedia to discuss your requirements.

A wide variety of frames can be sourced to compliment your photographic print, including specialist sizes, so contact COCO Multimedia to discuss what you need.

COCO Multimedia aims to have all basic prints shipped within two weeks of an order being placed. However, if there is an unexpected high volume of orders, unforeseen problems with third party suppliers or there are specialist items in your order, this may take a little longer. If your order is likely to take more than 30 days you will be contacted via the details you provided and given the option to amend or cancel your order. In the case of cancellation, a full refund will be given via the method you used to pay.

The shipping cost for up to ten 8x10" prints is £3. Orders over ten items and under 2kg in weight will cost £5 to ship. If your order is likely to weigh over 2kg, you will be contacted and advised of the additional shipping costs. You will have the option at this point to cancel your order or to arrange alternative delivery or collection of items.

If your item arrives damaged, you must inform COCO Multimedia as soon as possible to arrange a replacement. You are requested to keep hold of the damaged item until contacted by COCO Multimedia and if necessary, arrangements to return the item will be made. COCO Multimedia will cover the cost of returning the item via the arranged method and delivery of the replacement. Should you choose to return the item before you are asked to, or choose to return using a delivery method not agreed, you shall not be reimbursed for costs.

You are entitled to a refund on your order if the products do not meet their description as stated in either the product's individual catalogue entry, the features section of this website or the terms and conditions section of this website. In the first instance, COCO Multimedia will take steps to rectify the issue by repair or replacement of the product or relevant parts. If a repair or replacement is not possible, you will be entitled to a refund on the product and your postage costs. COCO Multimedia will not reimburse your costs should you employ a third party to rectify the damage.

The checkout section of this shop will divert you to PayPal in order to process your credit card. YOU DO NOT NEED A PAYPAL ACCOUNT to proceed with your payment. You should see an option to the left of the PayPal login box to pay directly with your credit card and you may proceed as you would with any other online payment service.

PayPal is a secure method of payment, however COCO Multimedia cannot take responsibility for any fault with this third party. Should you prefer not to use PayPal to process your credit card, you may contact COCO Multimedia directly to arrange payment via cheque or internet banking. COCO Multimedia cannot currently accept credit card payments directly (without PayPal). Should you choose to go ahead and use PayPal to process your online payment, you are assumed to be doing so at your own risk and any complaint you have as a result of using this service should be taken up with PayPal directly.

When purchasing products online, it is necessary to collect your personal details in order to process your order. If you are just browsing the site, it is recommended that you browse as a Guest and only input your details at point of checkout. COCO Multimedia may store your details in accordance with the Data Protection Act and use for the purposes of your specific transaction. At times, COCO Multimedia may wish to contact you for the purposes of prospective new business and you will have the option to refuse any further contact at that point. COCO Multimedia will never give or sell your personal details to a third party.

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COCO Multimedia is the trading name of Angela Marie Keen. COCO Multimedia is not VAT registered therefore VAT is not applied to any of the products available via the online shop or services booked directly. The business address of COCO Multimedia is 28 First Avenue, Garston, Watford, Hertfordshire, WD25 9PZ. Further information can be found at [www.cocomultimedia.com](http://www.cocomultimedia.com). You may contact COCO Multimedia by telephone on +44(0)7759 651189 or by email [info@cocomultimedia.com](mailto:info@cocomultimedia.com)