

24mm Terms and Conditions

Definitions

- The individual or company placing an order shall be known as “The Client”
- 24mm Photography shall be known as “24mm”
- A commission for services this will be known as “The Order”

Orders

“The Order” must be placed via telephone or e-mail. Once received a confirmation will be provided by e-mail to confirm the order. Only once the confirmation e-mail has been received is “The Order” deemed confirmed.

It is the responsibility of “The Client” to ensure that all details on the order are correct and send amended details no later than 24 hours prior to the appointment.

Unless otherwise agreed in writing all materials supplied by “24mm” are in electronic format via digital download.

Printed materials, CDs and DVDs are at additional charges and are individually priced.

Time Scales

“24mm” will endeavour to provide all finished images within 48 hours of the appointment although this cannot be guaranteed.

Archiving

All orders are available from “24mm” for a period of 1 month following the appointment at no additional charge, following which the order will be archived. If a copy of an archived order is required an admin fee will be charged of £25.00.

Rescheduling & Cancellation policy

Appointments Rescheduled / Cancelled more than 48 hours prior to the appointment time will have no fee applied.

Should an order be Rescheduled / Cancelled less than 48 hours prior to the appoint then the following charges will apply (minimum fee of £25 in each case).

- Less than 48 hours prior to the appointment time – 10% of appointment cost
- Less than 36 hours prior to the appointment time – 25% of appointment cost
- Less than 24 hours prior to the appointment time – 50% of appointment cost

The client agrees to reimburse all expenses and travelling costs incurred which cannot be cancelled in full in addition to the standard cancellation policy.

Photography

“24mm” will take reasonable care when taking photographs. If “The Client” is not happy with the photographs this must be brought to the attention of “24mm” immediately so these may be rectified. It is the responsibility of “The Client” to ensure that all photographs are an accurate representation.

“24mm” accepts no liability whatsoever for any error or omission.

“24mm” will not materially adjust or manipulate any photograph without the agreement of “The Client”. Where this is done the original file will be supplied, un-manipulated and the manipulated file supplied with a suffixed file name. “24mm” accepts no liability whatsoever for any claims arising for misrepresentation.

Misrepresentation

“24mm” is familiar with the importance of misrepresentation. It is the sole responsibility of “The Client” to ensure that any material provided by “24mm” does not breach any terms under the The Consumer Protection from Unfair Trading Regulations 2008 (CPRs) and The Business Protection from Misleading Marketing Regulations 2008 (BPRs).

Copyright

The copyright of all material supplied by “24mm” remains the property of “24mm”. “The Client” is not permitted to sell or share any of the material with any third party other than in the production of marketing literature and advertising without prior written consent from “24mm”.

Photographs are supplied subject to the “24mm” [license agreement](#).

Payment term

All invoices will be supplied electronically via e-mail.

“The Client” agrees to pay for all services ordered within 14 days from receipt of invoice.

“The Client” agrees to pay a late payment charge of £40.00 and interest of 4% above the Bank of England Base Rate on all overdue invoices from the date of invoice until the monies are received as cleared funds by “24mm”

“The Client” agrees to pay all costs incurred in the recovery of debts which fall due to “24mm” relating to “The Order”. Services shall be considered to be in debt after a period of 60 days from receipt of invoice.

Any discount applied is only valid for invoices paid within the 14 day payment terms.

Warranties and Liabilities

“24mm” warrants that it will use reasonable skill and care to provide service to “The Client”. Any liability “24mm” may have (whether in contract, tort, including negligence or otherwise) shall be limited to the total fee paid by “The Client” under this agreement.

“24mm” shall not be liable to “The Client” or to any third party for any loss of profits, loss of sales, loss of turnover or loss of use or corruption of data or software or for any indirect, consequential or special loss. This does not exclude “24mm’s” liability in respect of fraud or in respect of death or personal injury caused by “24mm’s” negligence.

If “The Client” is not happy with the quality of the services of “The Order” provided by “24mm” then “The Client” must provide a full and detailed explanation of the reasons in writing within 7 days of the appointment, “24mm” may then elect to provide the services again or refund any monies paid in respect of “The Order”

General

These terms and conditions shall be governed by and construed in accordance with the laws of England & Wales and the parties submit to the exclusive jurisdiction of the English courts in respect of any matter arising in connection with these Terms and Conditions and/ or this website(s).