

# Terms

Terms and Conditions Please note that by accessing, using or browsing this website you agree to be bound by its terms, conditions, disclaimers and limitations of liability ('Terms and Conditions'). Please read them carefully. The company Avenue Printing House reserves the right to amend or update such terms, conditions, disclaimers and limitations of liability at any time without providing notice to you. Your usage of this site and placement of order indicate, you acknowledge that you have read and understood these 'Terms and Conditions'.

• This website contains material which is owned by or is licensed to us. This material includes, but is not limited to, the design, layout, look, appearance and graphics. Reproduction is prohibited other than in accordance with the copyright notice, which forms part of the terms and conditions.

• All Trademarks reproduced in this website, which are not the property of, or licensed to the operator, are acknowledged on the website.

• Unauthorised use of this website may give to a claim for damages and/or be a criminal offence.

• From time to time this website may also include links to other websites. These links are provided for your convenience to provide further information. They do not signify that we endorse the website(s). We have no responsibility for the content of the linked website(s).

• You may not create a link to this website from another website without Avenue Printing House's prior consent.

## Acknowledgements

• In submitting an image for printing the customer confirms that they own the rights to their respective photograph / artwork or have obtained the relevant written permission. We reserve the right to refuse to print or manufacture any image that may cause offence to public taste, attitudes and/or concerns. Such submission also acknowledges that you understand there will be a degree of cropping and editing that may be required, and that our designers will determine the cropping and editing to provide the best looking result. You also acknowledge that you understand that the quality of the final print will vary depending on the quality of the original image supplied.

## Digital Images

• We accept digital images sent to us in various formats: by email, CD/DVD and post and in most file formats. Please contact us if you are unsure, our team will guide you through the process if required.

## Approvals

• All photo onto canvas items purchased from Avenue Printing House will include an example print emailed to you for approval. Please note once approved any further changes may incur additional artwork costs.

## Delivery

• We will commence work on your order as soon as payment and (or) image is received. We aim to dispatch the item(s) within 7 working days. If you require delivery sooner, or would like to request a specific delivery date or alternative delivery address, please contact us as soon as possible. Please note that once the item has been passed onto our chosen courier we cannot be held responsible for any possible delay that occurs while in transit.

## Return of Photographs/Artwork

• If your photograph/artwork is valuable or of sentimental value, we strongly recommend that you send the item by recorded delivery as we cannot accept responsibility for items lost or damaged in transit. Your photograph/artwork will be returned to you with your canvas print.

## Privacy Policy

Avenue Printing House is committed to the privacy and security of your personal information. We take the privacy of all our users and customers very seriously.

When you input information, or request services from us, we have strict security procedures covering the storage and disclosure of your information (although we do not warrant that this is the case) in order to prevent unauthorised access

to comply with the UK Data Protection Act of 1998. This means that sometimes we may ask for proof of identity before we disclose personal information to you.

This privacy statement sets out how we will treat your personal information and forms part of the Terms and Conditions of this site. We may occasionally modify this Privacy Statement. We will notify you by drawing your attention to the changes on our homepage.

The information that we hold about you may be used by us to contact you [either in writing, by post, by fax or by e-mail] about changes to our website, our products and services. If you do not wish us to use your information in this way please e-mail us at [info@AvenuePrintingHouse.co.uk](mailto:info@AvenuePrintingHouse.co.uk)

We may collect information about your tastes and preferences both when you tell us what these are and by analysis of website traffic, including by using cookies. A cookie is a piece of information that is stored on your computer's hard drive by your web browser. On revisiting the our website our computer server will recognise the cookie, giving us information about your last visit. Most browsers accept cookies automatically, but usually you can alter the settings of your browser to prevent automatic acceptance. If you choose not to receive cookies, you may still use most of the features of our website.

We may use information collected about you to help us (a) develop the design and layout of our website to ensure that it is as useful and enjoyable as possible and (b) to inform you of goods, services and special offers that may be of interest to you.

No mailing list either by post or email is operated in the interests of not annoying people. This does mean you may like to revisit our site regularly as there will not be reminders or alerts to Special Offers or new product developments.

We may also provide aggregate statistics about our services, competitions, clients, traffic patterns and other site information to third parties, but these statistics will not include any information that could personally identify you.

You agree that you do not object to us, our associated companies or such third parties contacting you for any of the above purposes whether by e-mail, fax, telephone or in writing, and you confirm that you do not and will not consider any of the above as being a breach of any of your rights under the Telecommunications (Data Protection and Privacy) Regulations 1999.

If you are under 18 years old, you must give us the email address of your parent or guardian. We will contact them to tell them that you are giving us personal data and to obtain any necessary consents from them.

To comply with applicable laws and lawful government requests, we reserve the right to access and disclose individually identifiable information to operate our systems properly or to protect our users or ourselves. We also reserve the right to disclose individually identifiable information to third parties where a complaint arises concerning your use of our website, and that use is deemed by us inconsistent with the Terms and Conditions.

In the unlikely event that our website and the customer data relating to it are sold to a third party, we will endeavour to ensure that your rights and freedoms in respect of the processing of your personal data are adequately and appropriately protected.

We reserve the right to pass on your personal information to any law enforcement agencies requesting it in connection with the commission of any offense, once we are reasonably satisfied as to the circumstances surrounding the request.

When you order, we need to know your name, email address, telephone number and delivery address. This allows us to process your order and to notify you of the status of your order. We will not pass your personal information to any third parties without your prior consent.

#### Information Sharing and Disclosure

• Avenue Printing House does not rent, sell, or share personal information about you with other people or nonaffiliated companies except to provide products or services you've requested, when we have your permission, or under the following circumstances:

• We provide the information to trusted partners who work on behalf of or with Avenue Printing House under confidentiality agreements. These companies may use your personal information to help Avenue Printing House communicate with you about offers from Avenue Printing House and our marketing partners. However, these companies do not have any independent right to share this information.

• We respond to court orders, or legal process, or to establish or exercise our legal rights or defend against legal claims;

• We believe it is necessary to share information in order to investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to the physical safety of any person, violations of Avenue Printing House's terms of use, or as otherwise required by law.

• We transfer information about you if Avenue Printing House is acquired by or merged with another company. In this event, Avenue Printing House will notify you before information about you is transferred and becomes subject to a different privacy policy.

As mentioned in the terms may occasionally email you with special offers and new services to the site. It is not junk mail, we will not email you several times a week much to you annoyance. We make a point of not sending more than one mail a month. If you receive these, you will have the opportunity to unsubscribe yourself from any further messages on the email you have received. Please be assured our aim is not in any way to invade your privacy, but merely to inform you of items that, given your experience in dealing with Avenue Printing House, may enhance it still further.

#### Changes to this Privacy Policy

\* Avenue Printing House may update this policy. We will notify you about significant changes in the way we treat personal information by sending a notice to the primary email address specified in your Avenue Printing House account or by placing a prominent notice on our site.

#### Security

• We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

• You may request details of personal information which we hold about you under The Data Protection Act 1998. A small fee will be payable. If you would like a copy of the information held on you please write to the address below.

• If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, we will promptly correct any information found to be incorrect.

Avenue Printing House, 42 &ndash; 44 Wharfedale Avenue, Harrogate HG2 0AU &ndash; 01423 562 924