

# Terms and Conditions

## About Us

Rocket Media (UK) Ltd  
6 Clevedon Road  
Flax Bourton  
BRISTOL  
BS48 1NL  
Telephone 01275 463555  
Email [help@rocket-media.co.uk](mailto:help@rocket-media.co.uk)

All Rocket Media (UK) Ltd goods are sold solely upon the following terms and conditions. Rocket Media (UK) Ltd are not bound by a Customer's own terms and conditions unless previously agreed in writing. Placing an order and subsequent acceptance of delivery of the goods shall constitute acceptance of these terms.

## Payment

### *Credit and Debit Cards*

Secure payment can be made by VISA, Mastercard, Switch or Maestro. Once debited, your credit card details are deleted from our records and your credit card statement will show the payment ID as "Rocket Media".

### *Cheque and Electronic Payment*

If you prefer, you can pay electronically using the following details:

Bank: Co-Operative Bank Sort Code: 08-92-50 Account No.: 68651653

Please note we will not despatch your order until your payment has cleared.

### *30-day Account*

Alternatively, those business customers who wish to purchase from us regularly may wish to set up a 30-day account. We reserve the right to change or withdraw any 30-day account facility at our discretion.

## Complaints

We work very hard to fulfil our Customers' expectations but appreciate that sometimes things go wrong however hard we try. We'd rather you tell us if you have experienced any difficulties with our goods or services, so we can try and put it right. Please write or e-mail [help@rocket-media.co.uk](mailto:help@rocket-media.co.uk) with any claims regarding partial or non-delivery, faults or incorrect output within 3 working days and ensure the work in question is returned to us for inspection. We shall not be held liable in respect of any claim unless the above requirements have been satisfied.

Please note we can't guarantee the suitability of any of our products for a particular use unless specifically stated. Do ensure you are happy that the product you are purchasing is designed for the purpose you require before placing your order.

## Digital print content

We reserve the right to refuse to output any supplied files which, in our opinion, are of an illegal, libellous, inflammatory or insulting nature. We shall be indemnified by the Customer in respect of any claims, costs and expenses arising out of any libellous matter or any infringement of copyright, patent, design or of any other proprietary or personal rights contained in any material processed for the Customer. The indemnity shall extend to any amounts paid on a lawyer's advice in settlement of any claim.

## **Delivery**

Please ensure your delivery time or date is not compromised by an incorrect or partial delivery address. A contact telephone number is very useful. We shall e-mail you confirmation of despatch which will contain the tracking number and telephone number of the carrier.

***Important: Packages require a signature before they are released. All goods are inspected and packaged securely before leaving our premises. Please check all contents before signing since the carrier will not accept responsibility for goods damaged in transit unless notified on delivery. If damage to the goods is found, please mark the goods "DAMAGED", sign the carrier's delivery note as "damaged" and contact us within 24 hours of the delivery.***

We will do our utmost to meet any purchaser's advised delivery time, but we will not be liable for any loss suffered by the purchaser because of a delivery time not being met, nor will failure to meet the delivery date/time constitute a breach of contract on our part.

## **Print Proofs**

Supplying us with a PDF, jpeg or hard copy proof is always advisable. If we have received no proofs against which to check, we will automatically assume that you, the customer, accept complete responsibility for the output.

## **Warranties/Guarantees**

All hardware products we sell come with a full manufacturer's guarantee. In the rare event of a problem, please contact us immediately and organise the return of the product. We will decide whether a repair, replacement or full refund is the most appropriate course of action. We will also reimburse you the reasonable cost of return.

We exclude to the full extent allowed by law, all liability of any kind whatsoever to the purchaser or any other party, for any loss, damage or loss sustained or incurred by the purchaser or any other party in consequence of, or resulting by, directly or indirectly, the supply of, use of, or performance of any products or services for whatever reason whether arising out of any breach by the Company of any contract incorporating these Conditions or negligent or wrongful acts by the Company or its servants or its agents in connection with its products and or its services, and limits any liability that it might nevertheless have to a maximum amount being the invoiced price of the products or services in question.

## **Your property**

Whilst we make every attempt to take care of any property supplied by you, we accept no responsibility for its loss or damage either whilst in our care or in transit to or from our premises. It is therefore strongly recommended that you insure any valuable items accordingly.

## **Photography**

We may, from time to time, take photographs of work before despatch. These photographs may be used on our website or other printed promotional materials. If you would prefer your work not to be photographed and subsequently published, please inform us in writing at the time of order.