



Terms and Conditions

Full Terms and Conditions

These Terms and Conditions will be deemed to have been accepted by you when placing an order with Nicole Elders and shall prevail over any other document or communication.

1. Ordering and Payment

For all known accounts your invoice will be on 30 day terms. For new customers we will issue you with a pro-forma invoice and process your order as soon as we have received payment.

Payment is accepted by BACS. Our account details will be on the invoice we will issue when we have processed your order.

Please note Nicole Elders are not currently VAT registered.

2. Lead Times

Where items are in stock, orders are dispatched within 4 working days. Where items are not readily in stock the following lead times apply:

- Orders for greetings cards ship within 7 working days.
- Orders for mounted prints, coasters, lens clothes ship within 2-4 weeks
- Orders for framed artwork, tea towels, cushions and mugs ship within 6-8 weeks.

3. Packaging

We try to be as eco conscious as possible with packaging and so orders may arrive in boxes reused from our suppliers and unless otherwise stipulated our greetings cards are shipped without a cellophane wrapper. Should you wish cards to be provided with a cellophane wrapper please specify this when placing the order.

Our default envelope for greetings cards is a brown envelope made from 100% recycled paper. Should you wish for a white envelope with your cards please specify this when placing your order.

4. Delivery

Deliveries will be sent to your invoice address, unless we are informed of a different delivery address at the time of ordering.

We cannot guarantee delivery on any particular date. If you require orders to arrive on a particular date we will do our best to arrange the delivery accordingly but cannot guarantee this.

Where possible the full order will be shipped together, where lead times between products differ greatly, items may arrive in more than one shipment, this will be clearly communicated prior to shipping.

IMPORTANT: Nicole Elders cannot be held responsible for delays in delivery due to circumstances out of our control, such as postal strikes or adverse weather.

5. Refunds

We are confident that you will be happy with your order from Nicole Elders. If the goods that you receive are damaged, please contact us immediately and we will work hard to resolve your issue

6. Prices and Minimum Order Numbers

Our minimum order value for greetings cards, tea towels, coasters and lens cloths is £50. This can be made of any combination of products in these categories.

Our minimum order value for prints and jigsaw coasters is £100. This total can be a combination of products and may also include greetings cards and tea towels etc.

Our carriage paid order value is £120.

7. Website

Nicole Elders makes every effort to make sure that all information contained on our website is correct and to ensure that all descriptions and images are a true reflection of our products, however due to a variety of monitor settings, artwork as seen on your monitor may vary slightly to that of a delivered product. In addition, due to the hand finished nature of many products, there may be slight variations between products.

8. Variations

Many of our products are finished by hand, this includes but is not limited to our mounted prints, our frames (which are individually handmade from wood). As a result slight variation between items is natural. We take great care to keep variations in an order to an absolute minimum.