

SupaScript Hand Lettering: Terms and Conditions

General information

- Unless otherwise agreed, SupaScript Hand Lettering (SupaScript) retains the copyright for the artwork. As such, the artwork cannot be reproduced (e.g. for cards, prints, posters) without permission. Furthermore, SupaScript may reproduce aspects of the design in part or full in future works.
- Unless otherwise agreed, SupaScript may use pictures of the artwork for promotional purposes. Images may be withheld until after an agreed date – be sure to discuss this with SupaScript in advance.
- Rush orders may incur a surcharge.

For Saleable Items

General information

- SupaScript provides a DIY service that does not include delivery, set up or pack up.
- Items are to be collected from the Mitcham (VIC) address stated on the invoice at a time agreed upon in advance. Shipping (at your expense) can usually be arranged with minimum 4 weeks notice. Please state your intention to have the item shipped when placing your order.
- You agree to waiver SupaScript of any liability or damages caused owing to the presence of sold items. You are responsible for ensuring that their placement and set-up are safe.
- Variations to these standard terms and conditions may be agreed with SupaScript in advance. Any such variations will be documented on your invoice.

Payment

- A 40% non-refundable deposit is required within seven days of your invoice date to secure your order. If you wish to pay your deposit after this period, please check that all items are still available.
- Your agreement to all terms and conditions is said to be given upon payment of your deposit.
- Full payment is due at or prior to collection.
- Payment options are cash or bank transfer (see invoice for details).

Changes and cancellations

- Variations to your order can be negotiated with SupaScript at any time.
- The deposit is non-refundable because work may commence anytime after it has been received. If you wish to cancel your booking, any amount received in excess of the 40% deposit will be refunded.
- SupaScript reserves the right to cancel any orders at any time if the client is not complying with these terms and conditions.

General information

- SupaScript provides a DIY hire service that does not include delivery, set up or pack up. Collection and return of the items are your responsibility.
- Items are to be collected on Thursday or Friday and returned by 5pm Monday.
- You are responsible for the items from the time of their collection until they are returned to SupaScript.
- You agree to waiver SupaScript of any liability or damages caused owing to the presence of hired items. You are responsible for ensuring that their placement and set-up are safe.
- Variations to these standard terms and conditions may be agreed with SupaScript in advance. Any such variations will be documented on your invoice.

Payment

- A 40% non-refundable deposit is required within seven days of your invoice date to secure your booking. If you wish to pay your deposit after this period, please check that all items are still available.
- A \$200 fully refundable bond is required for all bookings and is only payable the day of collection.
- Your agreement to all terms and conditions is said to be given upon payment of your deposit.
- Full payment (excluding bond) is due at or prior to collection.
- Payment options are cash or bank transfer (see invoice for details). Your bond will also be returned via either cash or bank transfer.

Changes and cancellations

- Variations to your order can be negotiated with SupaScript at any time.
- The deposit is non-refundable because your booking has rendered them unavailable to other potential customers. If you wish to cancel your booking, any amount received in excess of the 40% deposit will be refunded.
- SupaScript reserves the right to cancel any orders at any time if the client is not complying with these terms and conditions.

Care of items

- Although all chalkboards are sprayed with fixative to minimise smudging, some minor smudges may occur and will not be considered as damages.
- All items are packaged with care. It is expected that the same care will be given to transport, repackaging and return of items.
- You agree to bring any damages to our attention.
- You will be notified of any costs associated with the replacement, cleaning or repair of damaged items and you agree to pay these costs out of your bond.

Return of items

- Should the items not be returned by the agreed date (as stated on your invoice), your bond will be forfeited.