

Pantone LLC Trading Terms and Conditions for European customers

All prices quoted are exclusive of carriage and V.A.T.

Prices and promotional offers are subject to change without notice.

We will always try to let you know if an item is out of stock when you place your order.

Graphics Direct/Pantone Terms & Conditions

Pantone LLC and Graphics Direct Ltd have teamed up to offer a unique fulfillment solution to UK and European orders placed on the Pantone website. This relationship has been formed for the benefit of our European customers to reduce delivery time, Delivery costs and the carbon footprint of our UK & European procurement. Graphics Direct Ltd will manage all credit and debit card payments through our Sage Pay Secure payments Gateway (please note your payment will be made to Graphics Direct and will appear as this on your credit/debit card statement).

You will receive an email confirmation from Graphics Direct on completion of your order and a copy of your invoice will be emailed to you when your order has been processed for dispatch.

We are here to help with any enquiries you may have about Pantone products and services. Our offices are open Monday to Friday from 9.00am until 5.00pm GMT Please call during these times on

Telephone: 01423 359730

Fax: 0844 800 5708

E-mail sales@graphicsdirect.co.uk

Registered for VAT 708278420

LTD Registration 3629921

Sage Pay Secure Payment System

Graphics Direct have integrated Sage Pay payment gateway solutions to our website. Sage Pay provides secure online credit card and debit card payment solutions for thousands of online and mail order businesses across Europe.

Packaging

We take the utmost care to ensure that your order is extremely well packaged to ensure that it arrives safely as well as promptly.

We also believe that we have a responsibility to our environment and as such we re-use boxes and packaging materials wherever possible.

Delivery

Most of our orders are delivered to UK addresses within 1- 2 working days using our standard delivery service and European destinations in 3-5 working days. We base our delivery charges on Royal Mail and Courier rates.

Customer Service

Please telephone 01423 359730 (charged at standard rate) between 09:00-17:00 GMT Monday to Thursday and 09:00-1600 GMT on Friday or Email us at enquiries@graphicsdirect.co.uk

Returns

If for any reason you are not completely satisfied with your purchase, please contact us in writing within 7 working days of your delivery and return it to us within 14 days for exchange or refund. Refunds will be made within 30 days of the item being returned to us. The goods must be returned at the cost of the customer unused and in their original packaging to the following address:-

Graphics Direct Ltd, Unit 16, Rudgate Business Park, Tockwith, York, YO26 7RD

Please remember to obtain Proof of Posting Certificate from the Post Office as we cannot be held responsible for items lost in the post. We will

refund your money less any carriage charges within 30 days of receipt of the goods.

If you wish to make a complaint

We do genuinely make every effort to impress you with the service that we offer, however if you feel in any way disappointed with us for whatever reason then please contact the Managing Director, Chris Booth who will treat the matter with complete confidence;

By post by writing to;

Chris Booth Managing Director, Graphics Direct Ltd, Unit 16, Rudgate Business Park, Tockwith, York, YO26 7RD

Alternatively, you may prefer to telephone Chris Booth on 01423 359730, Fax him on 08448005708 or email him at chrisbooth@graphicsdirect.co.uk.

We guarantee to acknowledge your complaint within 3 days and aim to resolve the matter completely within 7 days.

Your Cancellation Rights

If you wish to cancel your order you have the right to cancel your order, for any reason, within 7 working days, starting from the day after you receive the goods. The goods should be returned to the following address at the cost of the customer;

Graphics Direct Ltd, Unit 16, Rudgate Business Park, Tockwith, York, YO26 7RD

Please remember to obtain Proof of Posting Certificate from the Post Office as we cannot be held responsible for items lost in the post. Subject to receiving the goods unused and in their original packaging, we will refund your money within 7 days of receipt of the goods.

Privacy Policy

Information is collected and managed by Graphics Direct Ltd in a lawful manner, in accordance with Data Protection Act 1998 and relates only to that provided at the time of registration or ordering. The purpose for

collecting information is at present purely to facilitate postal and e-mail direct marketing campaigns and we do not currently share or sell this information with any other organisation.

For all matters of privacy please contact Paul Hawkrige at paul@graphicsdirect.co.uk

Terms and Conditions

Payment must be tendered with the order and orders will only be accepted on receipt of cleared funds. Graphics Direct Ltd has the right to refuse an order. Graphics Direct Ltd will ensure that goods are delivered within 14 days. Graphics Direct Ltd will not be liable for any delay in the delivery of goods however caused. Returned goods must be unused, in their original packaging and in the same condition as received by the buyer.

The entire liability of Graphics Direct Ltd under the contract to which the order relates is limited to the value of the order and Graphics Direct Ltd will have no liability for consequential loss, except where losses are within the contemplation of both parties. Claims in respect of defective products must be notified within 6 months and no refunds will be given for later notifications.

These limits and exclusions do not apply to liability for personal injury or death caused by the negligence of Graphics Direct Ltd. This does not affect your statutory rights as a customer.

Pantone LLC Trading Terms and Conditions for US & Canadian customers

Shipping & Returns

How long will it take to receive my order?

Most orders are shipped within 24 to 48 hours of receipt. Actual shipping time depends on the shipping method selected. UPS Ground service normally takes 1 to 6 business days depending on the ship to location. Therefore, it can take 2 to 8 business days for you to receive your order (this is a combination of up to six (6) days transit time and 1 to 2 days in our distribution facility).

Need it faster? You can choose UPS 2nd Day Air or UPS Next Day Air as your service. This will reduce your order's transit time to 2 days for 2nd Day Air or 1 day for Next Day Air.

Shipping Rates - to U.S. Destinations

Shipping costs depend on the total dollar value of your order excluding tax.

Shipping Rates - to Canadian Destinations

Pantone will absorb all customs and brokerage fees for shipments to Canada. Your shipping costs depend on the total dollar value of your order. You may be responsible for taxes. Please check with your local laws and regulations regarding taxes on orders shipped from outside Canada. All such taxes are fully the responsibility of the buyer.

If you would like to use your own shipping account, please call us at 888-726-8663.