



Crown Medal Mounting & Framing - Bespoke Framing Services Terms and Conditions

1. Introduction

These Terms and Conditions govern the provision of bespoke framing services by Crown Medal Mounting & Framing ("we," "us," "our") to you, the customer ("you," "your"). By placing an order for our bespoke framing services, you agree to be bound by these Terms and Conditions. Please read them carefully before proceeding.

2. Services Provided

Crown Medal Mounting & Framing offers custom framing services to meet the unique needs of each customer, including framing for medals, artwork, photographs, memorabilia, and other items. Our bespoke framing services may include, but are not limited to, the following:

- Custom frame selection and design
- Matting and mounting options
- Glazing choices
- Preservation techniques
- Consultation for framing layout

3. Order Process

3.1 Consultation

All bespoke framing services will begin with a consultation to discuss your requirements, preferences, and budget. This may take place in person, via phone, or email.

3.2 Quotation

After the consultation, you will receive a quotation based on the design and materials chosen. Prices are subject to change if the design or materials are altered after the quotation.

3.3 Order Confirmation

Following the consultation, you will receive a digital mock-up of your design(s) for your approval along with your quote. By approving the design(s) and accepting the quote, you are giving clearance to proceed with the agreed work.

3.4 Lead Time

Bespoke framing projects typically take 3- 5 weeks to complete, depending on the complexity of the design and the availability of materials. We will provide you with an estimated completion date at the time of order confirmation.

4. Pricing

4.1 Costs

The final price of the bespoke framing service will depend on the materials, design complexity, and size of the item being framed. The price will be detailed in the quotation provided prior to commencing work.



4.2 Additional Costs

Any changes to the scope of work, additional materials, or special requests that arise during the framing process may result in additional charges. These will be communicated to you for approval before proceeding. Any changes made by the customer after design sign-off may incur additional charges.

5. Customer's Responsibilities

5.1 Item Provision

You are responsible for providing the item(s) to be framed in a timely manner. Crown Medal Mounting & Framing is not liable for any damage to or loss of items provided by you during the delivery or shipping process. It is recommended that you insure any valuable or irreplaceable items.

5.2 Accuracy of Details

It is your responsibility to ensure that the information provided (such as design preferences, text and any special requirements) is accurate before the order is confirmed.

6. Changes and Cancellations

6.1 Changes to Order

If you wish to make changes to your order after confirmation, please inform us as soon as possible. Changes may be subject to additional charges, and depending on the stage of the framing process, may not be possible.

6.2 Cancellations

If you wish to cancel your order, please notify us in writing. If work has already commenced, you may still be charged a percentage of the quoted price based on the work completed.

7. Delivery and Collection

7.1 Collection

Once your framing project is complete, you will be notified to arrange collection. If you are unable to collect the item, please inform us, and we can discuss delivery options.

7.2 Delivery

If you request delivery of the framed item(s), delivery charges will apply. We will use reasonable efforts to ensure your item is delivered safely and within the agreed time frame; however, we are not responsible for any damage during shipping once the item is in the care of the courier.

8. Warranty and Guarantee

8.1 Materials and Workmanship

We guarantee that all materials used in the framing process are of high quality and that the framing is carried out to a professional standard. If you are unsatisfied upon receipt of the framed item, please notify us on collection/ delivery. Crown Medal Mounting & Framing is not liable for dissatisfaction based on choices made by the customer (e.g. moulding style or mount colours).

8.2 Preservation

While we use preservation-grade materials where applicable, please be aware that environmental factors such as exposure to light, humidity, and temperature may affect the long-term condition of



framed items. Crown Medal Mounting & Framing is not liable for any light, humidity, and temperature damage to items once framed.

9. Liability

9.1 Limitation of Liability

Our liability for any loss or damage to your items, or other issues related to the bespoke framing services, is limited to the amount paid for the framing service. Crown Medal Mounting & Framing is not liable for any indirect or consequential loss.

9.2 Force Majeure

We are not responsible for any delays or failure to perform our obligations under these Terms and Conditions due to circumstances beyond our reasonable control, including but not limited to natural disasters, supply chain disruptions, or strikes.

10. Ownership and Copyright

The intellectual property of any framing designs or ideas developed during the consultation process remains with Crown Medal Mounting & Framing. You retain ownership of the item being framed, but you do not acquire ownership rights to any design concepts unless otherwise agreed upon. Crown Medal Mounting & Framing reserves the right to photograph completed projects for later business use such as website listings, social media posts and promotional materials. If you do not wish for your order to be photographed, please inform us at the design stage of the order process.

11. Privacy and Data Protection

We respect your privacy and are committed to safeguarding your personal information. We will only use the information you provide to fulfil your order and communicate with you regarding your framing project.

12. Contact Information

If you have any questions about these Terms and Conditions or our bespoke framing services, please contact us at:

Crown Medal Mounting & Framing
Brodie Savage (Owner) – Brodie@crownmedalmounting.co.uk

By proceeding with an order for bespoke framing services, you acknowledge that you have read, understood, and agree to these Terms and Conditions.