

## Terms and Conditions

In order that Finest Hour Photography ('we'), may provide its customers ('you'), with an exceptional standard of products and services that you will be happy with, we have set out some standard terms and conditions that must be read and understood before entering into an agreement with us.

1. Photographs and images presented on Finest hour Photography's website remain the property of Finest Hour Photography and may not be used, copied or sold without prior written permission from Finest Hour Photography.
2. Any images bought from the website are bought as seen at the time they are posted, any changes must be requested before ordering.
3. Images may be modified upon request before purchasing, and this will be done by the expertise of the Photographer. When changes have been requested Finest Hour Photography shall endeavour to get customer approval for the modifications before the order is placed.
4. As our printing is carried out by third party laboratories to ensure you receive the highest quality print Finest Hour Photography will not be held responsible for any minor colour/ shading variations in the final print. Should you feel that your final print differs significantly from that seen at the time of ordering, liability is limited only to a refund for that print at the discretion of Finest Hour Photography. A refund will only be considered when it is felt any problems can not be rectified to satisfactory outcome.
5. In the unfortunate event that you are not satisfied with your purchase/ service you must convey your concerns in writing, not later than 14 days from receipt of your product/ service. Upon receipt of your complaint we will contact you in order that we may address any issues. The address to write to is below.
6. If for any reason the quality of the image is found to be below the specification required for the size of the image to be ordered when it is sent to print, we will notify you via e-mail before we continue to place the order. We may offer you an alternative solution or indeed a refund for that print.

The address to write to in the event that you wish to express any complaints is;

Finest Hour Photography  
95 Crofters Gate  
East Whitburn  
West Lothian  
EH47 8EP

Or e-mail, [ziggy@finesthourphotography.co.uk](mailto:ziggy@finesthourphotography.co.uk)

By entering into an agreement with Finest Hour Photography you are hereby agreeing to abide by these terms and conditions.