Terms & Conditions

Liability

At Genie Imaging we take great care with clients' material yet in the event of loss or damage liability extends only to the value of the unexposed film up to a maximum of £50.00. We will not accept liability value beyond that of the material itself assuming that the client has affected all risks insurance. Should high origination costs be involved then we insist that it is declared in writing, agreed by the managing director and a greater fee negotiated.

Company

Genie Imaging Ltd referred to as "the company" or "Genie Imaging" and whose registered number is 4579151 and whose Vat number is 928 9787 46 and whose registered address is Unit d4 Jaggard Way London SW12 8sg operates the photographic and digital service. All complaints should be addressed to managing director.

Copyright

Clients must take full responsibility for the copyright of all original material. The client indemnifies Genie Imaging from all liabilities consequent on reproduction.

Prices

All Genie Imaging's prices are subject to change without prior notice. All prices are subject to VAT at the prevailing rates.

Terms of Payment

Our terms of payment for credit account are net cash payable within 30 days of invoice. Genie Imaging reserves the right to charge interest on overdue accounts of 4% above prevailing bank base rates.

Contract

These Terms and Conditions constitute the entirety of the contract between Genie Imaging and the Client. All work is only accepted on this understanding.

Masking and Specification

Unless written instructions are given, masking will be at our discretion. Unless specified all prints will be on glossy paper.

Service time

Our normal time is 2/3 days in the laboratory. Whilst we will endeavour to produce work faster than this, we may have to raise a rush fee: 24 hrs + 100%, 48 hrs + 50%.

Insurance

Should the client wish to insure against loss, damage, or late delivery to either the film for processing or the work to be produced or, any consequential loss arising under any circumstances, or claims to third parties, he/she should notify Genie Imaging in writing, giving the value of any materials to be insured or the limit of any claims to be covered and the nature of the risks to be insured against. Genie Imaging will either effect insurance or hold the material for collection without accepting them for processing if it is unable to effect insurance. Detailed terms on which insurance cover can be effected are available on request including premiums.

Orders

Work will not be accepted unless we have a written order from the client.

Despatch

A delivery and collection service is available at a nominal charge. We take no responsibility for third party deliveries that arrive late. Postage and packing will be charged additionally.

Returns

All work deemed unsatisfactory must be returned to us within 7 working days. We must be notified in writing by the client within 4 days of receipt of any discrepancy or non-compliance with the clients' original order. Any packages that have been damaged in transport must be kept in their original packaging.