



Security of Financial Transactions

Financial transactions are completed on PayPal's site. You are protected by their encryption which you can read more about on their web site Every Moment Matters does not accept responsibility in the unlikely event that your details are accessed by a third party during the transaction.

We encourage you to regularly test the security of your computer and perform scans to detect any virus, spyware or other malicious software.

Proofs

All orders include digital proofs in PDF format. Your order entitles you to two proof revisions consisting of text, font and colour modifications to one (1) of the proofs offered at no additional charge.

Further customization fees of \$10 may apply for:

- Additional revisions after the two (2) included revisions or modifications beyond text, font and colour changes.
- Revisions to more than one (1) proof of your announcement, invitation or card at the same time
- Changing to or requesting a new design after your proof has already been designed

The Every Moment Matters logo is featured on the back of all of our designs with the exception of wedding invitations and digital designs.

The Every Moment Matters web site address (www.everymomentmatters.ca) and/or logo is featured on the front of all digital designs.

100% Satisfaction Guarantee

Every Moment Matters takes pride in our product quality and individualized customer service which we believe sets us apart from our competitors.

We strive to offer you the best possible service and product available. If you are unhappy with your purchase for any reason, please contact us within 10 days of receiving your order so that we may discuss possible remedies. Prior to purchasing, however, please read our note on colour accuracy

We will make every effort to process your order to your complete satisfaction. However, due to the nature of the product, we do not offer refunds.



We strive to create 100% custom designs for each and every client. However, we retain the right to display on our web site any design we have created for you substituting stock photos and pseudonyms and offer that design to subsequent clients.

Changes or Errors

If you have approved a proof and subsequently discover it has an error which you did not correct and your order is in either the printing, shipping or delivery stage, you must reorder. We will extend discount of 30% off our design fee to reorders of this type, and will provide an updated proof to ensure that all errors have been corrected before your order is reprinted.

If you request any changes following proof approval and the order is in the printing, shipping or delivery stage, you must reorder. We extend a discount of 30% off our design fee for reorders of this type and provide an updated proof for your approval prior to printing and shipping. If the order has not yet been shipped, additional shipping charges will not apply.

Cancellation of Orders

You may cancel your order at any time. However, no refunds are offered once the design process has begun.

Re-orders

If you would like to purchase additional quantities of your order, please contact us. There are no minimum requirements for re-orders, however standard shipping charges will apply

Client Photographs

Any and all photographs submitted by you are subject to the following terms and conditions:

You represent and warrant that you own or otherwise possess all necessary copyrights with respect to the photographs, and that the photographs do not and will not infringe, misappropriate, use or disclose without authorization or otherwise violate any copyright, trade secret right or other intellectual property or property right of any third party, and that the photographs are not unlawful, fraudulent, threatening, abusive, libelous, defamatory, obscene or otherwise objectionable.

You agree to indemnify and hold Every Moment Matters and Jill M. Martin harmless for any loss, damages or costs, including without limitation, legal fees, that arise directly or indirectly from: (i)



your breach of these Terms; (ii) any third party claim, action, or demand resulting from your use of the photographs and the Every Moment Matters web site.

In the case of birth announcements, you warrant that you are the parent or legal guardian of the infant, child or children portrayed in the photographs you are submitting. Every Moment Matters will not accept images of babies or children in which any or part of the genitalia is visible. Such photographs will be immediately destroyed and we reserve the right to discontinue services immediately. We will, upon our discretion, accept images where a baby's or child's nude buttocks is visible.

Copyright Indemnification

You agree to indemnify and hold harmless Every Moment Matters and Jill M. Martin for all costs, expenses, legal fees or judgments resulting from any claims or lawsuit made against Every Moment Matters and/or Jill M. Martin for any grounds claiming that the work produced by Every Moment Matters violates any copyright or proprietary right of any person or entity.

Color Accuracy Information

Due to the many variations in monitors and internet browsers, colours in our designs may appear different on different monitors. Computer monitors are not all calibrated equally and colour reproduction on the Internet is not precise. Since it is not possible to guarantee our online colours will look the same on all computers, we do not guarantee that what you see accurately portrays the colour of your printed design.

If accuracy of colour is an important consideration in your purchase decision it is highly recommended that you order a sample first, before placing the order for design. We offer to ship you (via regular mail) up to 3 sample prints (from stock samples of our photo prints) for free, so please take advantage of this service. If you are ordering a post card or contemplating ordering a post card, printed proofs are available for \$6.00. Please contact us to discuss this.

After you receive your sample print or proof, keep in mind that even the actual sample can have minimal colour variations (3-5%) from the finished print due to the time delay between printing the sample and printing the finished design.

Third Party Links

Every Moment Matters is not responsible for the content or reliability of the linked web sites and does not necessarily endorse the views expressed within them. Listing should not be taken as endorsement of any kind. We cannot guarantee external links will work at all times and we have no control over their availability.

If you have any questions regarding these terms and conditions, please contact us at: info@everymomentmatters.ca



BY ORDERING PRODUCTS OR USING THE SERVICES OF EVERY MOMENT MATTERS, OR BY OTHERWISE INDICATING ACCEPTANCE OF THESE TERMS, YOU ACKNOWLEDGE THAT YOU HAVE READ AND UNDERSTAND THESE TERMS IN THEIR ENTIRETY, YOU AGREE TO THESE TERMS, AND THESE TERMS CONSTITUTE BINDING AND ENFORCEABLE OBLIGATIONS TO YOU.