

RETURNS AND CANCELLATIONS POLICY PRODUCTS

1. - PRODUCTS RETURNED DUE TO DISSATISFACTION OF THE CLIENT

In the case of products purchased on our website www.essentialseeing.com , such as books, electronic books, Fine Prints (framed or unframed), audiovisual material:

1.1. - If you wish to cancel your order:

- (a) - you can notify us by email to info@essentialseeing.com before we have dispatched the goods to you; or
- (b) - where goods have already been dispatched to you, by returning goods to us in accordance with clause 1.2 below.

1.2. - You can return goods you have ordered from us for any reason at any time within 30 days of receipt for a full refund or exchange. The costs of returning goods to us shall be borne by you.

1.3. - Upon receipt of the goods we will give you a full refund of the amount paid or an exchange credit as required.

1.4. - The rights to return the goods to us as referred to in clause 1.3 will not apply in the following circumstances:

- in the event that the product is not in the same state you received it (scratches, blemishes, etc)
- to any products that we have made or customised specifically for you (including personalised frame and mat choices)
- to any downloadable products like electronic books or audiovisual material purchased from our website

The provisions of this clause 1.4 do not affect your statutory rights.

1.5. - In case you want to return one of our products, please contact our office by email or telephone within thirty days of the day the item was delivered stating your name and address, the invoice number, and the item(s) you wish to return. Please do not return any items to us before contacting our office.

1.6. - We will not refund your costs in returning the item to us unless you are returning the item because of an error on our part. Any item returned must be packed in its original packaging.

1.7.- Please be aware that you will be responsible for returning the item to us unless we delivered the item to you in error, or if the item is damaged. To ensure safe return of the item, at your request we may arrange for collection from your address at your cost. In this instance, once the item has been collected by our courier, we will assume the responsibility for its safe return to us and therefore we recommend this method of return. When you contact us to inform us of your wish to return the item, we will provide a quotation for the collection and where appropriate take payment by credit or debit card. If you wish to use your own method of return, this must be agreed by us before you proceed.

2. - ITEMS RETURNED BECAUSE THEY ARE INCORRECT OR DAMAGED

2.1. - If you are returning an item because of an error on our part or because the item is damaged we will arrange for the collection of the incorrect or damaged item and organise for a replacement to be sent to you at our cost.

2.2. - Please contact our office by email or telephone within seven working days of the day the item was delivered stating your name and address, the Invoice and Order Number, the item(s) you wish to return, and whether the item(s) was sent in error or has been damaged in transit. Please do not return any items to us at your own expense, we will arrange with you a convenient day to collect the incorrect/damaged item(s).

2.3. - Any item returned must be packed in its original packaging.

2.4. - The delivery of the correct item or replacement for a damaged item will be despatched to you as soon as possible and will be arranged with you by telephone or email.

CANCELLATIONS POLICY

WORKSHOPS AND PHOTO TRIPS

1. - CANCELLATION BY THE CLIENT

All cancellations for booked workshops or photographic trips with Rafael Rojas Fine Art Photography must be received by Rafael Rojas Fine Art Photography as soon as possible and always in written form (email or letter).

1.1.- Workshops

In the event of a client cancellation, the following cancellation fees apply:

- 31 days or more before the date of departure: 0%
- 30 days or less before the date of departure: 100%

1.2. - Photo Trips

In the event of a client cancellation, the following cancellation fees apply:

- 90 days or more before the date of departure: The deposit fee
- 89 to 61 days before the date of departure: 50% cancellation fee
- 60 days or less before the date of departure: 100% cancellation fee

If part of the payment was made with a gift certificate, and if the client is entitled in accordance with the conditions mentioned above to receive a rebate at least equal to the amount of the gift voucher, the voucher will be returned to its owner, and a cash refund will be made for the balance (if any).

2. - CANCELLATION BY RAFAEL ROJAS FINE ART PHOTOGRAPHY

If Rafael Rojas Photography should cancel a Workshop or Photo Trip for any reason whatsoever, the client will be notified in written form. In the exceptional case of a cancellation, Rafael Rojas Photography will refund the full amount the client will have paid and this refund will be the limit of Rafael Rojas Photography liability. Rafael Rojas Photography will not be responsible for any expenses incurred by participants in preparing for the tour, including non-refundable or penalty carrying airline tickets, special clothing, visa or passport fees, or other tour related expenses.

One of the reasons for which a Workshop or Photo Trip might be cancelled is due to an insufficient number of participants (see details given for each Workshop-Photo Trip). In the event of an insufficient number of participants the clients will be notified at least 10 days before the beginning of the Workshop and 8 weeks before the beginning of a Photo Trip. This would involve the cancellation and refund of any moneys the client will have paid. However, if all participants accept, the workshop or Photo Trip could be maintained at an extra cost calculated by Rafael Rojas Photography as a prorate of the number of participants.

In extreme adverse weather conditions, Rafael Rojas Photography reserves the right to postpone to a later date a workshop (but not a Photo Trip), in which case the participants obtain full right to cancel the workshop with no cancellation fees (but excluding the cancellation fees corresponding to accommodation, which will depend on the particular conditions of the establishments where overnight accommodation was to be held during the workshop) or cancel the workshop or Photo Trip definitively.