

DIANE FRAZER photography

For gift purchases after 6 April 2022

General

1. Please make sure all contact details supplied are correct.
2. The timescales are a guide. All services will be completed as soon as possible with any unlikely delays notified.
3. "Photography service" refers to any package that involves photographs being taken. Weddings, portraits, events, school, or corporate photography.

Ordering

1. Gift cards are a voucher code, delivered as an email link that works like regular gift voucher. No physical card will be issued. After clicking on the link a voucher can be saved as a pdf or printed.
2. Gift cards can be purchased for current, past or future clients of Diane Frazer Photography to be spent on any product or service.
3. Gift cards of bespoke amounts for different recipients are to be ordered separately.
4. Preset denomination gift purchases in the same order will be delivered as separate voucher codes in the same email to the buyer.
5. Gift cards can be topped up manually by the photographer. Please order a gift card top-up quoting the original card number purchased.

Payment

1. Payments for debit/credit cards are taken through PayPal with or without a PayPal account. The Diane Frazer Photography website will load the payment gateway to complete the purchase or where additional offline pay later options (internet banking or cheque) are offered too, payment instructions will appear at the end of the checkout process and in your invoice sent to the email address supplied.
2. Voucher codes are activated 1 to 3 days after payment has been received and cleared.
3. Failure to pay will mean the voucher code will be unusable or the gift contribution not added to a gift list.

Delivery

1. Gift cards are delivered as a voucher code to the buyer's email address in an email entitled "notification of your order". This should be within a couple of minutes of the order being placed.
2. The gift card can be sent on to the recipient either by forwarding on the receipt or copying the link into a new email.
3. Diane Frazer photography is not responsible for any delays with automated email delivery times or emails being sent to spam folders. Any receipts with voucher codes not received after 48 hours can be resent by request.

Spending

1. Gift cards are a voucher code, delivered as an email link that works like regular gift voucher. No physical card will be issued. After clicking on the link a voucher can be saved as a pdf or printed.
2. Gift card recipients will need to adhere to the terms and conditions for photograph orders or a photography service. These will be shown when ordering or booking a service.
3. All photography services are to take place within 30 miles of Reading in Berkshire. Locations further afield may incur travel expenses when booking the service. This could include petrol, parking, or congestion charges.
4. Any gift list contributions from various buyers can be added together as one gift card to spend on any product or service.
5. Gift card voucher codes are to be entered at checkout. They can also be assigned to a client area for spending on the next transaction (not recommended for shared client areas or on public computers).
6. Multiple gift cards can be used by any number of people for any number of purchases of products/services until the total value has been redeemed.
7. Orders placed for physical products to the same value as the gift card will be subject to shipping costs. Any free shipping promotions will show at checkout when ordering products.
8. The gift card will automatically be used to purchase shipping for physical items if the order isn't exempt and the required value is still redeemable on the gift card.
9. If the order total including shipping is less than the gift card value, the balance will be updated and visible when clicking on the original voucher code link.
10. Gift cards purchased directly through Diane Frazer Photography have no expiry date; however prices of products and services are subject to change in line with the terms and conditions of the photography service being booked.
11. In the event of a price increase, gift purchases for specific services will remain the same for digital only packages for one additional year. Gift cards for services with physical items included may incur additional costs to cover any supplier price increase. Alternatively the value of the products purchased before the price increase can be exchanged for an alternative product/s of the same value at the new retail price.
12. Gift cards can be changed to be a standard gift card to be spent on a different service or products but only to the value of the original purchase before any price increase.
13. Any gift cards received either as a complimentary prize issued by Diane Frazer Photography or a donated prize for third party fundraiser will not be exchanged for their cash value, the amount paid in a fundraising auction etc, any other service or product but can be used by someone else before their expiry date.
14. If the buyer or recipient suspects the gift card code or link has accidentally fallen into the wrong hands the voucher code can be cancelled if the total value hasn't been redeemed. A new voucher code will be issued to the original email address used by the buyer.

Cancellations

1. Gift cards are non refundable 30 days after payment has been received.
2. Gift cards are transferable until the total value has been redeemed. The buyer can spend it on themselves or forward the link onto someone else.
3. Gift cards spent on photography services which are cancelled at a later date will have the value refunded as a gift card to spend on a different product or service. This can be transferred to another person.
4. Exceptions will be made for recipients who cancel their wedding or event photography service due to unforeseen circumstances. The buyer will be contacted regarding a refund if the gift amount hasn't been redeemed. If the gift amount has been spent the cash value will be given to whoever spent it, subject to the refund terms and conditions of the service they purchased.
5. Diane Frazer Photography reserves the right to refuse a booking for a photography service following a gift purchase sale if the recipient is unable to travel to a location within 30 miles from Reading in Berkshire and the location requested is beyond a reasonable distance to travel for the type of service. Upon reviewing the order Diane Frazer Photography will check the area location of the recipient and notify the buyer as soon as possible. If the buyer's address is also

not within the area covered and they do not know of anyone else who can use the gift card the order will be cancelled within the cooling off period and a refund given.

6. For those choosing to pay by PayPal (credit card or PayPal account) payments will have a percentage of the payment non-refundable in all circumstances when pay later offline alternative fee exempt methods (internet banking or cheque) are offered. This retainable percentage is subject to change by PayPal at any time with no notice. An advisory of the amount will be included in your invoice and subject to change if making payment is delayed. For these PayPal transactions the cooling off period will be determined as the time between completing the booking form/placing an order on the Diane Frazer Photography website and paying separately after reviewing the invoice at the buyer's convenience.
7. Refunds, where applicable for gift purchases of products and services prior to any price increase will only be refunded for the amount paid and not the current advertised price.
8. Gift cards received either as a complimentary prize issued by Diane Frazer Photography or a donated prize for third party fundraiser will not be exchanged for their cash value, the amount paid in an auction etc, any other service or product but can be used by someone else before their expiry date.

Privacy Policy

1. Any personal data including names, addresses, contact numbers and other information relevant to the photography service are collected, kept confidential and not distributed to any third party.
2. If you believe that any information Diane Frazer Photography holds on you is incorrect or incomplete, please email data@dianefrazerphotography.co.uk as soon as possible.
3. You will only be contacted regarding your order. There is the option to opt in to receive the Diane Frazer Photography seasonal newsletter when ordering, which you can 'unsubscribe' from at any time.
4. [Read the full privacy policy.](#)