



**ARTHAUS**

ArHaus Visual Communications Limited

# **Terms & Conditions Credit Card Payment Services**

Version: 3.0





## Credit Card Payment - Terms & Conditions

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These terms and conditions apply to the use of Credit Card payments made by placing an order with ArHaus for services provided.

Before you place your order, if you have any questions relating to these terms and conditions, please contact our Customer Service representative.

By accessing our terms and conditions you agree to be bound by the terms and conditions set out below:

- Payment will only be taken over the telephone. This will be by an ArHaus representative.
- Fraud Protection - we will respect and protect your privacy, data and personal information - Credit Card details are not stored. Your personal information will not be disclosed to any Third parties.
- Payment Limit of service £750 + fee + vat (sterling only).
- When paying by Credit Card - Payment is required prior to the project commencing. There will be an Administration fee of 5% + vat on the project cost.
- Payment will be detailed as ArtHaus or Stripe.com on your Credit Card statement.
- An Invoice will be issued detailing all costs at the end of the project detailing PAID by Credit Card.
- A receipt (pdf) will be emailed to you upon receipt of funds in to our bank account.
- Card payment can only be taken from authorised personnel - named on the card.
- ArHaus can only accept: Visa, Mastercard and American Express.
- An inability to obtain authorisation or a non-payment / declined payment will need to be processed again via a Purchase Order and invoice payment.
- Should any refund be required, this will only be authorised up to 30 days after date of invoice.
- Part payment of an invoice is not accepted. Full payment of invoice up to limit of £750 or separate invoices will be raised.
- Payment processed via Stripe.com Systems.
- Data Security – ArtHaus is fully compliant with the Payment Card Industry Data Security Standards (PCIDSS).

**If you have issues relating to your payment please contact ArtHaus Customer Services.**

Claire Watson, Customer Services Manager

Tel: **+44 (0)1628 487 333**

Email: **claire.watson@arthaus.co.uk**

Available between 9.30 am to 5.00pm (UK time) Monday to Friday with the exception of UK public holidays.