Terms and Conditions

Introduction

These Terms and Conditions govern your use of this website and the services provided by Natalie Duncker, trading as Vollaire Design. By accessing or using this website, you agree to comply with these terms. If you do not agree, please do not use this site.

Use of Website

You may browse this website for personal and informational purposes only.
You agree not to misuse, copy or distribute any content, designs or materials without prior written permission.
Unauthorised use of this website may result in a claim for damages and or be a criminal offence.

Services

All design services are subject to a separate written agreement.
Project details, including scope, timelines and deliverables, will be agreed before work begins.
All designs, concepts and artwork remain the property of Vollaire Design until full payment has been received.

Intellectual Property

All content on this website, including images, graphics, text and branding, is owned by or licensed to Vollaire Design.
You may not reproduce, distribute or use any content without prior written consent.

Payments and Refunds

Payment terms will be outlined within your individual agreement or invoice.
As work is bespoke, refunds are not guaranteed once a project has commenced. However, any concerns will be considered fairly and reviewed on a case by case basis.

Limitation of Liability

While every effort is made to ensure the accuracy of this website, no guarantees are given regarding its completeness or reliability. Vollaire Design will not be held liable for any loss or damage arising from the use of this website or its services.

Changes to These Terms

These Terms and Conditions may be updated from time to time. Any changes will be published on this page. Continued use of the website confirms your acceptance of any updates.

Contact

If you have any questions about these Terms and Conditions, please contact:
nduncker@live.com

Privacy Policy

We respect your privacy and are committed to protecting your personal data.

When you use this website, we may collect personal information such as your name, email address and any details you provide through contact forms. This information is used solely to respond to enquiries, provide our services and improve the website experience.

We do not sell or share your personal data with third parties, except where necessary to operate essential services such as website hosting, payment processing or analytics. Any data shared is handled securely and only where required.

Your information is stored securely and accessed only when necessary.

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Under UK data protection law, you have the right to request access to your personal data, as well as request correction or deletion where appropriate.

If you have any questions about this Privacy Policy or how your data is handled, please contact:
nduncker@live.com