



# White Peacock Album Design

## *Gift Voucher — Terms & Conditions and FAQs*

Effective: April 2026

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**Important Note:** These terms and conditions constitute a legally binding agreement between you and White Peacock Album Design. Please read them carefully before purchasing or redeeming a gift voucher. This document has been prepared as a starting point and should be reviewed by a qualified UK solicitor before publication.

## **Gift Voucher — Terms & Conditions**

### **1. About Us**

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White Peacock Album Design is a sole trader business operated by Gill Challis. I design bespoke wedding albums and photo books for clients, with printing and manufacturing fulfilled by an external print laboratory.

**Registered address:** 1 The Vale, Brentwood, Essex, CM14 4UX

**Email:** [gill@whitepeacockalbumdesign.co.uk](mailto:gill@whitepeacockalbumdesign.co.uk)

**Website:** <https://whitepeacockalbumdesign.co.uk>

**VAT:** White Peacock Album Design is not VAT registered.

### **2. What Is a Gift Voucher?**

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A White Peacock Album Design gift voucher ('Voucher') is a prepaid digital voucher redeemable against the purchase of a bespoke wedding album or photo book. Vouchers are issued as a fixed monetary value and delivered by email to the purchaser upon completion of payment.

By purchasing or redeeming a Voucher, the purchaser and/or recipient ('you') agree to be bound by these Terms and Conditions.

### 3. Purchasing a Voucher

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- Vouchers are sold exclusively online via our website at <https://whitepeacockalbumdesign.co.uk>.
- Vouchers are available in fixed monetary denominations as displayed on our website at the time of purchase.
- Payment must be made in full at the time of purchase. We accept payment methods as listed on our website.
- Once payment is confirmed, a digital Voucher will be sent by email to the address provided by the purchaser. Please check your spam or junk folder if you do not receive it within 24 hours.
- It is the purchaser's responsibility to ensure that the correct email address is provided at checkout. We cannot be held responsible for non-delivery due to an incorrect email address being supplied.
- Vouchers are intended as gifts. The contractual benefits of the Voucher are effectively assigned to the recipient upon gifting.

### 4. Voucher Value & Redemption

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- Each Voucher has a fixed face value as stated on the Voucher itself.
- Vouchers may be redeemed against any bespoke wedding album or photo book offered by White Peacock Album Design at the time of redemption.
- If the total cost of the chosen product exceeds the face value of the Voucher, the recipient is responsible for paying the difference.
- Vouchers may not be redeemed for cash or exchanged for cash at any time.
- Vouchers may be used in conjunction with other offers, promotions, or discounts where applicable, as they represent an alternative means of payment equivalent to cash.
- Partial redemption is permitted. Any remaining balance will be noted and may be applied to a future order, subject to the Voucher's validity period.

### 5. Validity & Expiry

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Each Voucher is valid for **24 months from the date of purchase**. The expiry date is stated on the Voucher.

- It is the recipient's responsibility to redeem the Voucher before the expiry date.
- Vouchers that have not been redeemed by their expiry date will be rendered invalid and we are under no legal obligation to extend, replace, or refund an expired Voucher.
- In exceptional circumstances, we may, entirely at our discretion, agree to extend an expired Voucher as a gesture of goodwill. This does not create any legal entitlement or set a precedent for future requests.

- To redeem your Voucher, please contact us at [gill@whitepeacockalbumdesign.co.uk](mailto:gill@whitepeacockalbumdesign.co.uk) prior to the expiry date.

## 6. Your Right to Cancel — 14-Day Cooling-Off Period

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Under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, as a consumer purchasing a Voucher online you have the right to cancel your purchase within 14 days without giving any reason ('cooling-off period').

**When the cooling-off period begins:** The 14-day cooling-off period begins on the date of purchase. Please note that where a Voucher is scheduled for delayed delivery to a recipient (for example, on a wedding day or birthday), the cooling-off period is not extended — it runs from the date the contract of purchase was formed, regardless of the chosen delivery date.

**Condition for cancellation:** The right to cancel applies only where the Voucher has not been redeemed or used. Once a Voucher has been redeemed and design work has commenced, the right to cancel the resulting album order is lost (see Section 7 below).

**How to cancel:** To exercise your right to cancel the Voucher purchase, you must notify us in writing within 14 days of the date of purchase by emailing [gill@whitepeacockalbumdesign.co.uk](mailto:gill@whitepeacockalbumdesign.co.uk). As the Voucher is a digital product, no physical return is required; however, the Voucher will be deactivated upon cancellation.

**Refund:** Upon valid cancellation within the cooling-off period, we will refund the full purchase price of the Voucher within 14 days of receiving your cancellation notice, using the same payment method as the original transaction, unless otherwise agreed.

**Exceptions:** Personalised or custom Vouchers (where applicable) may not be eligible for cancellation. This will be clearly stated at the point of purchase.

## 7. Redemption & Personalised Goods — Cancellation Rights

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When a recipient contacts us to redeem a Voucher and commission a bespoke wedding album or photo book, a separate contract is formed for the supply of that product.

**Important:** Because all albums and photo books designed by White Peacock Album Design are bespoke and made-to-order using the client's own photographs and personal preferences, they constitute 'personalised goods' under UK consumer law.

Accordingly, once you have confirmed your order and design work has commenced (which we will confirm to you in writing by email), your right to cancel the album order under the Consumer Contracts Regulations 2013 is lost. This is in accordance with Regulation 28(1)(b), which provides that the right to

cancel does not apply to goods made to the consumer's specifications or clearly personalised.

We will notify you clearly before design work commences to ensure you are aware of this. We will not begin design work without your explicit confirmation.

## 8. Refunds & Transfers After the Cooling-Off Period

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Once the 14-day cooling-off period has passed from the original Voucher purchase date, the Voucher is non-refundable. This applies whether the Voucher has been gifted to a recipient or not.

**Transfers:** We are happy to transfer a Voucher to another person at any time before its expiry date, provided no design work has commenced. To request a transfer, please contact us at [gill@whitepeacockalbumdesign.co.uk](mailto:gill@whitepeacockalbumdesign.co.uk) with the original Voucher details and the name and email address of the new recipient.

**Exceptional circumstances:** We retain complete discretion to offer a refund or partial refund in exceptional circumstances (for example, serious illness or bereavement) where a Voucher cannot reasonably be used. Such goodwill gestures do not create any legal entitlement and will be considered on a case-by-case basis.

## 9. Lost, Non-Received, or Damaged Vouchers

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- If you have not received your Voucher by email within 24 hours of purchase, please check your spam/junk folder and then contact us at [gill@whitepeacockalbumdesign.co.uk](mailto:gill@whitepeacockalbumdesign.co.uk).
- We are not responsible for Vouchers that are lost, forwarded incorrectly, or deleted by the recipient after delivery.
- Vouchers cannot be replaced if they have been used.

## 10. Limitations & Exclusions

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- Vouchers are only redeemable for products and services offered by White Peacock Album Design at the time of redemption. We reserve the right to alter our product range; however, we will always endeavour to honour the monetary value of a Voucher against equivalent products.
- Vouchers may not be copied, reproduced, or sold to a third party for commercial gain.
- We reserve the right to cancel or invalidate a Voucher if we have reason to believe it has been fraudulently obtained, tampered with, or used in breach of these Terms and Conditions.
- White Peacock Album Design is not liable for any loss or damage arising from the use or inability to use a Voucher, except where such liability cannot be excluded by law.



- Nothing in these Terms and Conditions affects your statutory rights as a consumer under UK law.

## 11. Governing Law

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These Terms and Conditions are governed by and construed in accordance with the laws of England and Wales. Any disputes arising in connection with these Terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.

## 12. Contact Us & Complaints

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If you have any questions, concerns, or complaints regarding your Voucher, please contact us:

**Email:** [gill@whitepeacockalbumdesign.co.uk](mailto:gill@whitepeacockalbumdesign.co.uk)

**Website:** <https://whitepeacockalbumdesign.co.uk>

**Address:** 1 The Vale, Brentwood, Essex, CM14 4UX

We aim to respond to all enquiries within 2 business days. If you are not satisfied with our response, you may seek advice from Citizens Advice ([citizensadvice.org.uk](http://citizensadvice.org.uk)) or refer the matter to an Alternative Dispute Resolution (ADR) scheme.