

JAMIE LUMLEY PHOTOGRAPHY: CUSTOMER CARE POLICY

PRIVACY POLICY

Jamie Lumley Photography considers the privacy of all its clients and potential clients an important matter, and our policy regarding how this information is managed is as follows:

Jamie Lumley Photography will:

- Store contact details in a safe and secure manner.
- Only contact a potential client if they have made a previous enquiry or registered for the newsletter.

Once orders have been paid for it is our intention not to retain merchant details. These details will be disposed of securely.

Jamie Lumley Photography may:

- Contact all clients before and after the photographing of their event.
- Use photography of any portrait session, or event, whether corporate or private, where we have been engaged to photograph, to promote Jamie Lumley Photography, unless requested not to at the time of booking

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Jamie Lumley Photography will not:

- Distribute any information about their clients to third parties.

DELIVERY POLICY

Where possible all orders will be shipped by registered post, or secure courier, within 2 days of completion.

In case of industrial action we will make every reasonable effort to deliver the order by an alternative method, without the customer incurring any further charges.

REFUND POLICY

Each order comes with a 7 day cooling off period which allows the customer to change their mind, and obtain a full refund.

If an order has been completed incorrectly, customers can obtain a full or partial refund where applicable.

If you are unhappy with the service provided, or the images supplied we will make every reasonable effort to resolve any issues to the client's satisfaction.

COMPLAINTS PROCEDURE

Jamie Lumley Photography endeavour to process all enquiries and fulfil all orders swiftly, as briefed and discussed at the time of engagement.

In case of complaint, clients should first inform Jamie Lumley, in writing within 21 days from the event or booking. All correspondence should be sent to:

Jamie Lumley Photography
53 Tunis Road
Shepherds Bush
London
W12 7EY

We will inform the client how we intend to resolve any matters arising within 5 working days, and if necessary we will enter into independent mediation if appropriate.