



## Terms and Conditions

### Quotations

Drakon Heritage and Conservation LLP will endeavour to provide as accurate quotations as possible for the conservation of your object(s). Due to the nature of the work, every object/project is different and unforeseen complications can arise from time to time. If any work carried out exceeds the given quotations, we will inform you immediately.

### Materials

Materials charges will be occurred for specially ordered materials of when they are a significant part of the project.

### Payment

Unless prior agreement has been made, payment is due 30 days from invoice. We accept cash, cheque or BACS; however currently we are not able to accept debit/credit cards.

### Delivery and Collections

You should collect your object(s) within three weeks or have made arrangements for its delivery once the conservation has been completed. If your objects are posted via Royal Mail Special Delivery or other form of courier, there will be a small packaging charge as well as the postal costs incurred. Drakon Heritage and Conservation LLP takes no responsibility for materials lost or damaged through Royal Mail.

### Insurance

The studio has taken out a comprehensive Art Restorers and Conservators Insurance policy underwritten by Hiscox Underwriting Limited with professional indemnity to a value of £1 million and public liability insurance to the value of £2 million. Certificate of cover available on request. Should you require a further level of insurance for an individual object, this can be arranged and the necessary costs applied.

### Sustainability policy

Drakon Heritage and Conservation LLP policy is focused on the key areas which our business has a negative environmental impact.

Drakon Heritage and Conservation LLP (OC413360)

Members: Jenni Butterworth PhD, Pieta Greaves ACR, Lizzie Miller MA

Reg.address (not for corr.): Union House, 111 New Union St, Coventry CV1 2 NT

VAT No.301580836

- Careful planning of collections and deliveries thereby keeping the use of transport to a minimum
- Recycling
- Encouraging reuse of materials where feasible and minimising waste
- Sourcing materials and products responsibly from suppliers and companies committed to operating in a sustainable way
- Complying with all relevant legislation
- Continuous improvement, for example keeping abreast of relevant local and national green initiatives

## **GDPR Security Procedures**

The GDPR means that Drakon Heritage and Conservation LLP will follow strict security procedures when storing and disclosing information which you have given us, to prevent unauthorised access. Drakon Heritage and Conservation LLP will not sell, trade or rent your personal information.

## **Confidentiality**

Drakon Heritage and Conservation LLP agrees to keep confidential and to not disclose to any third party, other than such Party's attorney(s), accountants, and entities or persons relating to the Object(s), Proposals, Services, or Client's identity, unless compelled or required to do so by applicable law, regulation or legal process.

## **Intellectual Property**

The Purchaser agrees that Drakon Heritage and Conservation LLP may at its discretion produce the Reports and agrees Drakon Heritage and Conservation LLP will retain Intellectual Property Rights therein.

The Purchaser must not publish, or allow any third party to publish, the Reports (or any part of them) without the prior written permission of Drakon Heritage and Conservation LLP. Where such permission is granted, the following acknowledgement must be included "With kind permission of Drakon Heritage and Conservation LLP"

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