

TERMS AND CONDITIONS – GIFT EXPERIENCE VOUCHERS

Gift Experience Vouchers purchased on this site can only be used for the specific session it was intended for. Changes to vouchers are made at the discretion of Ray Lowe Studios.

1. All Gift Experience Vouchers have a one-year expiry from date of purchase. At the discretion of the studio this may be extended.
2. Gift Experience Vouchers may not be used in conjunction with any other discount or offer and may only be used as described as per the voucher. Each Gift Experience Voucher includes a portrait session, viewing consultation and an image(s) which will vary depending on the type of session. Please check individual vouchers for details.
3. The Gift Experience Voucher may not be used to purchase photographs from a previous photoshoot and is not transferable.
4. Only one Gift Experience Voucher may be used per family per year and only one voucher per photo session may be used.
5. Every photo session needs to be booked prior to visiting the studio.
6. We understand that cancellations happen, but we reserve the right to void a Gift Experience Voucher if you fail to show for two consecutive photo sessions without offering a refund.
7. You may not sell the Ray Lowe Studios Gift Experience Vouchers to any third parties.
8. Standard delivery on all Gift Experience Vouchers is free but we cannot guarantee an exact delivery day. We offer an emailed version of the Gift Experience Voucher should you require it quickly.

Refund and returns.

1. Refunds can be made on unused vouchers bought directly from Ray Lowe Studios, either online/in person, within two months of the original purchase date.
2. If you have purchased a voucher from a third-party supplier (Groupon/Buyagift) you will need to contact them for a refund directly.
3. Refunds can only be made to the purchaser and the monies will be refunded directly to the original method of payment.
4. Refunds cannot be given on expired or extended vouchers.
5. Competition prizes or donated promotional vouchers cannot be refunded.
6. To request a refund please contact the studio on 01992 636152 or email info@raylowestudios.co.uk

Purchases and Payment

You agree to provide current, complete, and accurate purchase details when making a purchase from the site. You agree to provide us with the necessary information to complete your purchase including card details, expiry date and email address. We reserve the right to correct any errors of mistakes on pricing, even after we have requested or received payment.

We reserve the rights to refuse any order placed through the site. We may, in our sole discretion, limit or cancel any purchase made. We reserve the right to limit purchases that appear to be made by sellers or distributors.

Promotional Codes Terms and Conditions

1. Promotion codes are only valid for orders placed online and entitles you to a saving on Gift Experience vouchers when signing up and providing an email address on the Ray Lowe Studios website and agreeing to a further email. You may choose to opt out of all further correspondence should you wish to, on receipt of the first email in the email preferences section.
2. Ray Lowe Studios reserves the right to decline to accept orders where, in its opinion, a promotion code is invalid for the order being placed.
3. Promotion codes are only valid on Gift Experience Vouchers and cannot be used towards purchasing photos or products at the time of viewing. It may be withdrawn at any time.
4. Only one promotion code can be used per order.
5. Promotion codes are not valid in conjunction with any other promotion.
6. In the event of product returns, refunds will be given for cash used in the original purchase once the discount is applied.
7. Free delivery offers apply to UK standard delivery only.
8. Ray Lowe Studios reserves the right to change these Terms and Conditions at any time.