

## Terms and Conditions of Sale

### Delivery and Shipping

We can deliver throughout the UK and Worldwide using courier services to addresses provided. We will need cleared funds before delivery can take place. Delivery will then take between 2 to 28 working days depending on stock availability. We offer no compensation for goods not delivered within time frame. You will be informed by email of the dispatch and courier details including tracking number of all orders. All orders will require a signature on delivery. UK orders over £250 are delivered free, below that amount we can obtain a quote for you. If you live within 30 miles of Marlborough we can personally deliver at no extra charge. If you need an overseas delivery, contact us for a quotation.

### No Quibble Returns

Returns must be notified to us with the reason for the return by email within **48 hours** of receipt and returned within **14** days in an unused, undamaged condition. Once we are happy with the condition of the returned product, we will offer a full refund, no quibbles, as long as it is returned in the condition in which it was sent out and preferably in the original or similar strength packaging (Return postage costs and secure packaging are the responsibility of the customer). If you live within 30 miles of Marlborough we can arrange a collection point.

Alternatively we can issue a credit note for future purchases or offer a replacement product to the same value. If the product is returned in a non-resaleable condition (the product is the responsibility of the customer during transit until we receive it) then we reserve the right to withhold full refund, or offer part refund deducting cleaning/repair charges depending on the return condition.

Each handmade product we sell is unique and subject to variation in construction, colours and materials used. We endeavour to show each product on this site as best we can. Contact us if you require further details. We have careful checks in place prior to dispatch, however due to the handmade nature of many of our products, if a product is faulty or marked, please notify us by email within 24 hours of receipt so that we can arrange a return and refund or cleaning/repair. Please do not use the product.