

## Terms and conditions

Making a purchase online could not be easier. Just browse my store, and click on the "add to cart" button for any items that you wish to buy, they will then be placed into your shopping basket. After you have finished shopping, click the "View Cart" button for payment options.

If you wish to purchase an item using the downloadable order form please e-mail me first for stock availability. Most of the items are one off pieces, so by the time the order form arrives the item may have been sold.

### **Postage and Packing**

Postage and Packing is included in the price of all the items in the Gallery. If you're local to Whitby or would prefer to collect an item please [email me](#) for a revised price. For over-seas customers please contact me via [email](#) for a revised product price inclusive of over-seas postage and packing.

### **Delivery**

I aim to pack and dispatch your order within 5 working days of receipt of payment and for the items to arrive with UK customers within 10 - 14 working days (typically 2-4 days), subject to stock availability. During busy periods I will inform you if there are any delays.

### **Returns**

I have every confidence in my products; however, if you are in anyway dissatisfied with your purchase you may return it to me within 7 days of receipt, for a full refund or replacement. The goods must be in their original condition and packaging, with labels intact. Returns must be made by post (at the buyer's expense). I regret that postage can only be refunded if the item is faulty. In the event of goods arriving damaged or not as ordered, please inform me within 24 hours, and I will be happy to replace them.

### **Cancellation**

Once payment has been confirmed, we are unable to cancel an order. If you are unhappy with the goods once they have been received, please follow the returns procedure above.

I collect only the basic personal details required to process your order. I will not release your name, address, email address or any other information about you to any outside party.

All prices are correct at time of press and inclusive of VAT at the current rate. I reserve the right to increase prices.

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