

GUIDANCE FOR OUR CUSTOMERS

Clarification and simplification of the language of some of the most important points in our terms and conditions statement:

SAFETY

The items on this website are for sale to adults and you are urged to ensure that your purchase is suitable for the age and use of the intended recipient, if you are buying as a gift. We, the Surrey Guild of Craftsmen, and the members, accept no responsibility for an unsuitable purchase.

HANDLING PACKAGING SAFELY

Please also note that children should not be left unattended with any packaging, whether paper, string, tape, plastic, polystyrene or any other materials, especially plastic bags.

USE OF THIS WEBSITE

a) The information and pictures on this website are intended as a guide only to colour, shape, and size. As all items are handmade and unique, and because of the way that colour is represented on different computer monitors, the items may not be exactly as your computer shows them, and sizes can vary slightly. If you are concerned, our makers will be very happy to send additional pictures, so please ask. If sizing is important (eg clothing, jewellery) please contact the maker concerned.

b) Any links to other sites on this website are provided for your interest, and we can take no responsibility for any contact you have with that site, nor the products or services you may purchase from them.

c) The pictures and contents of this website **MUST NOT** be copied or exploited for commercial gain without the express written permission of the maker involved, nor should items themselves be copied for commercial gain.

DELIVERY, POSTAGE & PACKAGING

a) We do not charge for packaging costs and postage to UK mainland destinations.

b) UK mainland orders will be posted *by second class mail* within 5 days of receipt of payment. If you want your order faster, or registered, sent by special delivery, or any other method, please contact the maker and agree additional costs before completing your purchase.

c) If you have agreed a custom-made item with a Guild member, they will give you an estimate of the likelihood of any delay on the above.

d) All orders for items to be sent to Europe and the rest of the world will incur charges. Please contact the maker involved for costs. These will also be posted within 5 days of receipt of payment and will be sent airmail unless you request otherwise.

e) We will not be held responsible for any customs or import costs incurred on the goods ordered, these are to be paid by the customer. The customer is also totally responsible for

checking that the products ordered are acceptable and legal for import to the destination.

LATE & MISSING DELIVERIES

a) Makers will obtain a proof of posting receipt for any item they send. If you do not receive your order within a reasonable period of time, please let the maker know so they can investigate the matter. However, we cannot be held responsible for deliveries delayed by the postal service.

b) If your parcel is missing/lost the maker will replace the order subject to the timescale designated by the delivery service used and after investigation. With Royal Mail it is after the 15th day for deliveries within the UK. However, this is not possible with one-off items, so a comparable item or refund may be offered.

****NB currently, with an increase in the number of people using mail-order for their shopping during the pandemic, delivery delays may be experienced.**

UNDELIVERED PACKAGES

a) If your order is returned to the maker due to an incorrect delivery address, failed attempt for redelivery, or failure to pick up your package from the postal/courier service depot we will not be responsible for the cost of re-sending the package. Please make sure we have the RIGHT delivery address and/or make every attempt to collect your delivery from the depot in reasonable time.

b) If you are going to be away shortly after ordering, please let the maker know so they can delay sending.

REFUNDS & RETURNS

a) Of course it goes without saying that we hope you will fall in love with your purchase! Sadly, though, however carefully we try to describe things, occasionally what you see in a picture might not meet your expectations. Please also note, the items on this website are handmade, unique and even if more than one is available, each will be different.

b) If you want to return anything, please contact the maker immediately to tell them. If you are returning it because it is faulty or broken in transit, please also explain the problem.

c) Please send it back in the original packaging, or if you ripped your parcel open in anticipation, put the item, in the same packaging, into another bag, envelope or box for return so it is secure and safely protected (especially important for breakable items).

d) Please make sure you have had it weighed, add the correct postage and return it **WITHIN SEVEN DAYS**. It is **ESSENTIAL** that you obtain proof of postage, or register the package, as we cannot accept responsibility for anything lost in the post.

e) The maker will refund the purchase price of the item if it arrives in the same condition it left them, clean and unused/unworn and suitable for resale if not faulty. We are sorry, but like other mail order organisations, we cannot refund the postage costs for the return of the item.

f) When you return an item, please let the maker know if you want a refund or a

replacement. You will not be charged postage and packing on a replacement item. All refunds will be made via your original payment system, unless agreed otherwise.

DUPLICATE SALES

a) Due to internet delays, and although it is unlikely, should two people try to purchase the same item, the successful purchaser will be the person whose payment is received first.

b) The unsuccessful buyer will be issued a full refund (if a payment has been made) and informed of this promptly. Where possible the maker involved will offer to make a similar item, although there will obviously be a delay in posting it. Sometimes, however, this will not be possible if the items cannot be repeated.

8. ORDER CANCELLATION

a) You have the legal right to cancel your order before it is dispatched and your money will be refunded in full. If your order has already been dispatched, you must return it to us unused and in its original condition within 14 working days from the day you receive it. You will receive a refund on the item but not the postage costs.

b) In the case of custom orders, we will cancel your order and refund your money if the product hasn't been made. Otherwise, we are unable to make any refund and your order will be dispatched to you.