



### **Terms and conditions**

#### **Contact details:**

Crafts 4 Eternity, 20 Bloomfield, Brompton road, Weston-super-mare, North Somerset. BS24 9BW.  
t: 01934 813962 Mon-Sat 9.30am - 5.30pm  
m: 07961673653 Mon-Sat 9.30am - 5.30pm  
e: [info@crafts4eternity.co.uk](mailto:info@crafts4eternity.co.uk)

#### **Purchasing**

There is a Minimum order £5

We accept credit and debit cards online only. If you prefer to pay by cheque please print your order and post to the above address with full payment (inc. P&P). Please make cheques payable to "Crafts 4 Eternity". Orders paid by cheque will be dispatched once the cheque has cleared. Should the cheque be returned unpaid there will be a charge of £5 added to your balance to cover our additional bank and administration costs incurred as a result.

If payment is not received (either method) we reserve the right to cancel your order, and the products will no longer be reserved.

When confirmation of order is received, this is to indicate that we have received your order. It does not indicate that a contract exists between us. We will indicate acceptance of your order, and hence a contract between us, when we send you an invoice. We have included this term to protect us in the case that a mistake has been made in pricing, we have inadvertently under priced goods, or we are no longer able to supply a product for some reason. In the case of a change of price we will always contact you first to ensure that the price is acceptable.

Crafts 4 Eternity reserve the right to refuse any order placed.

#### **Postage and packaging**

Orders up to £10 = £1.95 p&p

Orders £10.01 upwards = £2.95 p&p

We aim to dispatch orders within 2-4 working days, please allow 14 before contacting us, longer during busy periods. We will contact you if there will be a delay in dispatching your order.

Orders are sent via Royal Mail, 1<sup>st</sup> class, recorded delivery & parcel force.

Orders are processed in the same order they are received

We currently only ship to mainland UK. If you are outside the UK and would like to place an order please contact us before placing your order.

Packages leave C4E in perfect condition; claims for damage during transit must be made to Royal Mail.

We recommend you take photographs of the damage to assist your claim.

Royal mail states that compensation claims for lost post cannot be made prior to 15 days after dispatch. We therefore will only send out replacement orders or issue a refund after 15 days from the date of posting should your order not arrive. It is at the discretion of Crafts 4 Eternity whether a replacement or refund is sent.

If you have given us your correct email address when placing an order online, we will email to confirm when your order has been dispatched. If you do not receive your order 15 days from the date you placed

your order or the date your order was dispatched, please contact us. We will assume that your order was received in a satisfactory condition if we do not hear from you within that time. This does not affect your statutory rights.

#### **Returns**

We are confident you will be satisfied with your purchase, if however you are not, please contact us stating your full name, contact details and order reference number to discuss returning the items. We will only accept returns that are faulty, damaged or incomplete. Postage is non-refundable and return postage costs will not be paid unless agreed prior to return. Please contact us to discuss this.

#### **Cancellation of orders**

Orders cancelled after it has been submitted but not yet dispatched, we will charge a 15% cancellation fee. The cancellation must be confirmed in writing or via email.

If you wish to cancel an order after dispatch, you must return it to us at your own cost in perfect condition within 14 days. You must contact us before you return the order, orders returned without approval will not be accepted or refunded. We recommend that you obtain proof of posting and send using recorded delivery. A cancellation charge of 25% will be deducted from your refund. Your refund will be issued within 14 days of the receipt by us of the returned goods.

#### **Stock availability**

Whilst every effort is made to keep the site updated, occasionally items may be out of stock. We will contact you if this occurs.

#### **Product images and descriptions**

Whilst every effort is made to faithfully represent products, some variations may occur. Colour variations may occur due to technology used to view the site.

#### **Privacy and security policy**

We DO NOT share your details with anyone. We may retain details for our own records and informing you of special offers and news. If you do not wish to be contacted please contact us.

The shopping cart uses 128 bit SSL technology and is secure. Your payment details are not stored or shared with any third parties.

#### **Copyright**

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Gallery copyright can be viewed on the gallery pages. Please do not submit your images if you do not wish to share.

#### **Policy changes**

Crafts 4 Eternity reserves the right to change our policies at any time without prior notice. Changes to policy become effective upon being posted.