

Terms and Conditions

PAYMENTS

All payments for goods are through Paypal.

SHIPPING

All our products are made to order so despatch will be 5-10 working days depending on item and quantity. The customer will receive notification on delivery time and again when goods are despatched.

INTERNATIONAL ORDERS

We are happy to ship everywhere in the world. UK mainland deliveries are free for everywhere else, please contact us for a quote.

SAMPLES

we offer a FREE sample service to all our customer to ensure they like the colour, finish, size...etc. This can only be done BEFORE ordering, so please contact us before you place your order. We are here to help!

RETURNS

Made to order goods are not eligible for refunds unless they are damaged or defective. If they are the wrong size or colour we aim to correct it, contact us as soon as possible to discuss how to rectify the fault.

CANCELLATION OF ORDERS

After placing on order, our customers have 48 hours to cancell or alter their orders. If they cancel later than that, only partial refunds are given: we retain £5 per item ordered for our making time and labour.

REFUNDS

Refunds only given if faulty goods are returned within 14 day in their original form. We aim to exchange or repair immediately. If it can't be repaired or exchanged, full refund is given. If it returned because the customer "didn't like it" or it didn't "suit their requirements", we can only offer partial refund: we retain £20 per item ordered to cover our time of making, posting and packing. To avoid this situation we offer unlimited consultation and FREE samples to our customers, so we can tailormake our products to their exact requirements.

INTELLECTUAL PROPERTY

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