

## Terms and Conditions

Last updated: 25/03/2019

This website is owned and operated by Wix on behalf of The Creative Upcycler. These Terms set forth the terms and conditions under which you may use our website and services as offered by us. This website offers visitors a unique range of professional, wooden jewellery, rustic objects and furniture for the home and garden made out of reclaimed/salvaged wood, metal and other sustainable locally sourced materials. By accessing or using the website of our service, you approve that you have read, understood, and agree to be bound by these Terms.

In order to use our website and/or receive our services, you must be at least 18 years of age, and possess the legal authority, right and freedom to enter into these Terms as a binding agreement. You are not allowed to use this website and/or receive services if doing so is prohibited in your country or under any law or regulation applicable to you.

When buying an item, you agree that: (i) you are responsible for reading the full item listing before making a commitment to buy it: (ii) you enter into a legally binding contract to purchase an item when you commit to buy an item and you complete the check-out payment process.

**Please note that all our products are handmade and unique. Therefore sizes, colours, patterns and marks may vary. Each piece with imperfection has a story to tell.**

**Rings and bangles are made to order, so make sure you order the right size.**

In case of return, buyers are responsible for return shipping costs. If the item is not returned in its original condition, the buyer is responsible for any loss in value. The following products are not eligible for return/refund or cancellation: Made to order, bespoke and personalised items.

The prices we charge for our products are listed on the website. We reserve the right to change our prices for products displayed at any time, and to correct pricing errors that may inadvertently occur. Additional information about pricing and sales tax is available on the payments page.

We may, without prior notice, change the services; stop providing the services or any features of the services we offer; or create limits for the services. We may permanently or temporarily terminate or suspend access to the services without notice and liability for any reason, or for no reason.

### **Shipping:**

If you require any help with your order, please don't hesitate to contact us. We will make everything possible to answer your message the same day.

We offer FREE DELIVERY on all UK orders. Products in stock will be dispatched within 1-3 working days according to our stock. We'll let you know as soon as possible if there is a delay with your order.

Products made to order will be dispatched within 1-2 weeks.  
Orders over £50 will be sent via recorded delivery (signature required).

At The Creative Upcycler, we are totally transparent with the cost you incur as a customer. In case of your absence and the parcel is returned to the courier, it is the customer's responsibility to pick it up at the depot or make arrangements for a new delivery. In the case of a parcel being sent back to The Creative Upcycler by the courier company, the customer will pay for the recorded delivery costs.

## **Cancellation & Returns Policy:**

Only products in stock can be refunded. Unless faulty, the following products ARE NOT eligible for return/refund: Made to order, bespoke and personalised items.

- . We do not accept cancellation
- . If you are unhappy with your item, you will need to contact The Creative Upcycler as soon as possible and within 14 calendar days of delivery.
- . After refund is agreed you'll receive a full refund for the item minus a 30% restocking fee and any shipping charges I have incurred.
- . If the product has already been dispatched, you will need to make arrangements to return it otherwise we will cancel your order.
- . Products must be returned as they were delivered, boxed and sufficiently protected, and in the same condition as they were received. Half of the box or partial products cannot be returned.
- . You can ask for a return using the contact form within 14 days of receiving your order or sending an email to [lau@thecreativeupcycler.co.uk](mailto:lau@thecreativeupcycler.co.uk). Once we have been in contact and agreed for a return, simply return the item to us in its original condition within 14 days of receipt. We will then process a refund by the same way you paid for your order.
- . We are a small, ethical business working for our planet, giving our customers a detailed description of the products beforehand, and therefore we do not refund postage or pay for return postage.
- . Goods will only be accepted for return if they are dispatched within 14 days of delivery.
- . The item is your responsibility until it reaches us. Therefore for your own protection, we recommend that you send the parcel using a delivery service that insures you for the value of the goods.
- . Buyers are responsible for return shipping costs. If the item is not returned in its original condition, the buyer is responsible for any loss in value.
- . Delivery charges are only refundable where goods are proved faulty and a refund is made.
- .. and remember if you are happy with your purchase, let us know as well. :)

We reserve the right to modify these terms from time to time at our sole discretion. Therefore, you should review these pages periodically.

**Contact Information:**

Email: [lau\[at\]thecreativeupcycler.co.uk](mailto:lau[at]thecreativeupcycler.co.uk)

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