

Little Conkers

Terms & Conditions

Your interactions with Little Conkers are governed by the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

These terms and conditions are available permanently on my website and other selling platforms, and all buyers are directed to them.

When you (as a buyer) enter into a contract with Little Conkers, you are assumed to have read and accepted these terms and conditions, and to have agreed not to require them on paper.

My Contact Information

My physical address:

Little Conkers
10 Pondfield Road
Rudgwick
Horsham
West Sussex
RH12 3EW
United Kingdom

My telephone number

+44 (0)7788 662639

Purchase Price

I will always provide you with the total cost of your order, including postage and packing costs, before you commit to purchase. This cost will be in British Pounds Sterling (GBP).

If you are purchasing in a different currency, the conversion will be made by PayPal or your financial provider using the rate and fees applicable at the time. These are not in my control and you should inform yourself about the rates and charges applied by the service you are using. You are responsible for paying any such charges.

Dispatch and Delivery

I will always provide you with a clear timetable for the dispatch of your order before you commit to purchase. If for any reason I am not able to meet this schedule (hasn't happened yet!) I will inform you in advance, and you will have the right to cancel your order as set out below.

I use standard Royal Mail services to deliver physical items and as such delivery time (which is on top of dispatch time) is not guaranteed.

In the United Kingdom, the Royal Mail will sometimes leave parcels with your neighbours unless you have specifically opted out of this, or in a safe place that you have agreed with them. Similar arrangements may take place with postal services in countries outside the United Kingdom. This is something you need to arrange with your postal service and is not within my control.

Cancelling your Order - Physical Items

You have the right to cancel an order at any time from the moment you place the order until 14 days from the day you receive your goods.

This 14 day period is the time you have to decide you wish to cancel and get in touch with me. Once you have got in touch about cancelling an order, you then have a further 14 days in which to return the goods if they have been dispatched.

The Consumer Contracts Regulations does not give you the right to cancel an order for personalized, customized and tailor-made items, but please contact me anyway if you have any issues at all, and we'll work it out together.

Cancelling your Order - Digital Items

Specific provisions exist in the Consumer Contracts Regulations for digital content.

If you are ordering a digital item, by agreeing to these terms and conditions you are giving your express consent for me to supply you with your digital item within the 14-day cancellation period. (If you did not consent to this, I would have to wait 14 days before providing you with the digital item, to allow you your right to cancel).

You are further acknowledging that once I have e-mailed you a digital item, or you have started to download a file, you lose your right to cancel the order.

If you do not consent to this, please do not place an order.

Returns and Refunds

If you do wish to return items (this also hasn't happened yet!) I'm happy to refund the purchase price plus postage and packing costs, provided the items are returned in perfect (resellable) condition. Here's how it works:

If you wish to return something, you must get in touch with me within 14 days of receiving it. You can do this using the **Returns & Refunds Form** on my website here: www.littleconkers.co.uk/Little_Conkers/contact-little-conkers or just contact me with the relevant information.

I will process your refund (of the purchase price plus my standard postage and packaging cost) within 14 days of receiving the returned items, provided they are returned in resellable condition.

If you paid for an upgraded delivery service, this will not be refunded in full - I will only refund the amount of my standard postage and packaging service.

A deduction will be made from the refund if the value of the item(s) has been reduced as the result of excessive handling, carelessness or any other reason.

In returning items, you will need to pay for the return postage yourself. I strongly advise that you obtain a certificate of posting (at a minimum) from your Post Office or courier, as if the item is lost in transit you will need to be able to claim for compensation.

If you are returning items to me from outside the United Kingdom, you must mark the package prominently as "Returned Goods". If you don't do this, I will unfortunately have to deduct any customs fees/tax/brokerage charges from the amount I can refund you.

Digital items cannot be returned.

Personal Note

These terms and conditions tend to sound a bit scary when written out like this, but they are for your protection as well as mine. Although I'm a one-woman business, I pride myself on following all the rules and regulations required of me, even though they were often not designed with the small, handmade business in mind. I have yet to have anyone cancel a contract or return any goods!

If you have any questions at all about any of the above, please get in touch at clare@littleconkers.co.uk and I'm sure we can work it out between us.