

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 Kindgom

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.

Items to the UK will normally be sent by Second Class post, which the Royal Mail aims to deliver in 2-3 working days, but this is not guaranteed. If you would like to upgrade to a First Class "Signed For" service, which the Royal Mail aims to deliver the next working day, then just let me know when you order. Note that this service is also not guaranteed.

Items shipping outside the United Kingdom will be sent by the International Standard (formerly known as Airmail) for which the Royal Mail quotes a delivery aim of 3 to 7 days after posting, but this is not a guaranteed service. An item is not considered 'lost' until 25 days after posting to some locations.

If something does not reach you within a reasonable time frame (according to the Royal Mail's definition for a particular postal service), please do get in touch with me, and we will work out together how best to proceed (replacement, refund, etc). I always obtain a certificate of posting, as if unfortunately something did get lost in the post this would allow me to claim compensation from the Royal Mail.

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.

When you buy from me, you are responsible for any customs fees/taxes you are charged, so please be aware of your country's import regulations. I'm afraid I cannot be held responsible for items damaged by customs officials (although this hasn't happened yet!).

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/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.

Pattern Use and Selling Items Made from My Patterns

By buying from Little Conkers you are deemed to have read and agreed to these terms and conditions, including the fact you may only use my patterns for your individual, personal use unless we have agreed otherwise.

You may not copy, reproduce, sell or distribute all or any part of any of my patterns by any means, on or offline.

You may not sell items made from my patterns without prior written agreement from me granting you a Commercial Use Licence. If you are considering this, please get in touch and ask for a copy of the Licence in advance and we can discuss your needs and arrangements. Otherwise you remain bound by these terms and conditions.

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.

This document was last revised on: 13th December 2018