

# Resin Jewellery & Crafts – Legal & Information

## Disclaimer

All our resin jewellery and craft items are lovingly handcrafted, ensuring careful attention is paid to every detail. However, please bear in mind the following important points:

- Our products may contain small components and are therefore not suitable for children under 3 years of age.
- To maintain the quality and longevity of your item, avoid exposing it to extreme temperatures or extended periods of sunlight, as this could adversely affect its appearance or structure.
- Some pieces feature metal elements, which may cause allergic reactions in certain individuals.
- By choosing to purchase from us, you accept responsibility for the safe handling and use of our products. We cannot accept liability for any injury, damage, or loss resulting from improper use.

## Terms & Conditions

These Terms and Conditions set out the rules for using our website and purchasing resin jewellery and craft items from us. By placing an order, you agree to the following:

- All items are handmade, so please expect minor variations between pieces.
- All prices are displayed in GBP and include VAT where applicable.
- Orders will only be dispatched once payment has been received in full.
- Any delivery times provided are approximate and should be treated as estimates.
- Our products are intended for decorative purposes only and should not be treated as toys.
- Any disputes or issues are governed by the laws of England and Wales.

## Privacy Policy

We are committed to safeguarding your privacy and comply fully with UK GDPR regulations. Our approach to data protection is as follows:

- We collect personal details such as your name, address, and email solely for the purpose of processing orders.
- All payment information is securely managed by trusted third-party payment providers.
- We do not sell or share your data with third parties.

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## Shipping Policy

- Delivery Area: We currently deliver within the UK only.
- Processing Time: Orders are dispatched within 3 to 5 working days. Custom orders may require additional time.
- Delivery Times: After dispatch, delivery is estimated between 2 and 5 working days.
- Costs: Shipping costs are calculated during the checkout process.
- Delays: We do not accept responsibility for delays caused by couriers or circumstances beyond our control.
- Lost/Damaged Parcels: If your parcel is lost or arrives damaged, please contact us within 48 hours and provide photographs if required.
- Address Accuracy: Please ensure your delivery address is correct when placing your order.

## Returns & Refund Policy

- Unused and undamaged items may be returned within 14 days of receipt.
- Customised or personalised products are not eligible for refund unless they are found to be faulty.
- Please contact us prior to returning any item. Unless the item is faulty, the buyer is responsible for return postage.
- Once the returned item has been inspected, refunds will be processed within 7 working days.
- Faulty items should be reported within 48 hours of receipt to qualify for a refund or replacement.



## Summary

- This document establishes the principal terms and conditions governing the purchase of handmade decorative items. It addresses matters pertaining to pricing, payment, and delivery timeframes, whilst stipulating that all transactions and disputes are subject to the laws of England and Wales.
- The privacy policy affirms full compliance with UK GDPR, detailing the collection and secure management of personal data exclusively for order processing, and outlining customers' rights regarding their personal information.
- The shipping policy specifies delivery is available solely within the United Kingdom, provides expected order processing and delivery periods, clarifies shipping costs, and delineates responsibilities in the event of delays or issues with parcels.
- Accuracy of delivery address information and appropriate channels for addressing lost or damaged shipments are also emphasised.
- You retain the right to access, correct, or request the deletion of your personal data. For any data-related requests, please contact us at [insert email].
- Cookies are used on our website to enhance site functionality and user experience.