

# DELIVERY

All orders are dispatched as quickly as possible by either Royal Mail or Courier.

Orders that can be fulfilled from products in stock will be dispatched within 48 hours of payment being received (this excludes Weekends and Bank Holidays).

We aim to dispatch your order within 2 working days of pre-orders arriving from the USA (this excludes Weekends and Bank Holidays).

We will email you once your order has been dispatched; similarly, if there is likely to be any delay we will contact you to let you know.

- Your order should arrive in three to five days. Our couriers may need your signature on delivery, so keep an eye out.
- We cannot be responsible for any delay in the delivery of your order caused by Royal Mail, Courier, weather conditions, strikes or anything else not caused by us and out of our control.
- It is your responsibility to give the correct delivery address so please check it carefully.

## POSTAGE AND PACKING

- Our Postage and Packing charges are:
  - automatically calculated on the website.
  - Any single order over 15kg and/or over £350 will need to be quoted on receipt of your order.
- We reserve the right to use the method of delivery we deem most appropriate. This is usually either via Royal Mail or courier.
- If you require your order urgently please contact us prior to checkout to discuss delivery options and costs
- The prices calculated on the website are for delivery to Germany main towns only – any remote areas will be notified of any additional costs.
- All parcels are securely packaged, labelled with both delivery and sender addresses and leave in perfect condition. Should your parcel arrive damaged we ask that you follow the guidelines below.
- Should your parcel require signing for and the packaging been opened/torn or damaged in any way this must be noted within the signature panel and checked your order is complete plus there is no damage to the contents. If the contents are incomplete or damaged delivery must be refused. If you refuse to sign for your order do let us know so we can contact the courier. The courier may not offer compensation for any missing or damaged goods where the parcel is signed for. If there is any confusion, refuse to sign and contact us or the courier – the courier driver should be able to provide you with a delivery card with your order tracking details and their contact details. If you are asking for someone else to take delivery of your order do be sure they are informed of the refuse to sign policy.
- Photograph the package prior to opening. Also photograph any damaged to product. This evidence is required in order for us to make a claim. Damaged packaging must be held on to - the carrier may require us to send it to them to make a claim.
- If your order was sent Signed For and a signature was not obtained please let us know.
- If your order is sent without requiring a signature and arrives damaged; photograph the package prior to opening. Also photograph any damaged product. This evidence is required in

order for us to make a claim. Damaged packaging must be held on to - the carrier may require us to send it to them to make a claim.

- If your order does not arrive within 10 days please contact us as soon as possible to advise. However, we cannot make a claim for the loss on Royal Mail for 15 days from the date of dispatch. This may vary with other couriers.

## CANCELLATION

- Should you wish to cancel your order please contact Craft Memories as soon as possible via email and use the Cancellation Form (a link can be found under **Cancellation** on the Craft Memories website). Once it has been dispatched for delivery we are unable to stop the delivery and have the order returned to us.
- If your order has already been dispatched you will need to return it to us. You are responsible for the return postage costs.
- You have 14 days to cancel from receipt of your order.
- You must contact us via email, fax or post (proof of posting) within 14 days of receipt of your order.
- Use our cancellation form to notify us.
- Should an item be faulty please contact us to let us know. The faulty item will usually need to be returned to us and a replacement sent, subject to availability. We are happy to refund postage costs for faulty items.
- Please do not return any item(s) without contacting us first to discuss.

## RETURNS

We cannot guarantee the suitability of any of our products for a specific purpose hence if you're not 100 percent satisfied with your purchase, you can return your order by post for a full refund or exchange. You must contact us within 14 days of receiving your order, and you will be responsible the costs of any returns.

All returns must be notified to us within 14 days of the date you received it and must be unopened, undamaged and in the original packaging. Craft Memories will issue a full refund for the price you paid for the order via the original payment method; alternatively, you can choose to be issued a credit note to redeem against other products. Credit notes will need to be redeemed within 90 days of issue. Please include your order number and instructions with your return.

We strongly recommend that you obtain 'proof of posting' when returning product plus insurance to cover loss or any damages that may be caused during transit and email us tracking details. We may be unable to offer refunds if you cannot provide us with 'proof of posting' and tracking details.

## CONTACT US

You can get in contact with us by telephone, email or post:

- Telephone: +44 (0)23 9224 0772
  - Sunday, Monday & Bank Holidays - Closed
  - Tuesday, Wednesday & Friday - 10am to 2pm
  - Thursday - 10am to 2pm & 5pm & 7pm
  - Saturday - 11am to Midday
- Email - [info@craftmemories.co.uk](mailto:info@craftmemories.co.uk)
- Post: Craft Memories, 11 Kentidge Road, Purbrook, Hampshire PO7 5NH

We aim to reply to calls/emails and confirm orders placed within 48 hours (Tuesday following Friday/Weekend/Bank Holidays)

**LANGUAGE**

We use English for all product details, information, documents and communication.