

# TERMS AND CONDITIONS

Our terms and conditions need to be adhered to whenever you use, browse, register or place an order with Craft Memories. Please be aware that it is your responsibility to know what our latest terms and conditions are so please check here regularly to see if there have been any updates.

Please also read our Privacy Policy and information on Delivery and Returns as they form part of these terms.

## Use of our website

- You must only use our website for lawful reasons.
- We are not to blame for any loss or damage to you for anything that you use on our website.
- We own or license all the rights on our website, which includes copyright.
- You can only use, download and print this website content for your personal use. You must seek written approval from Craft Memories should you wish to use any of this website content for anything else. If you do not have our written approval then you cannot:
- Copy, reproduce, use or deal with any of our website content.
- Modify or share any of our website content for any reason.

# PRODUCTS

We aim to always provide the most up-to-date product information but on occasions we do get it wrong. This can include:

- Changes in the product colour which may look different on your computer screen or mobile device, also the actual colour of the product may differ from our website due to changes from the manufacturer. Please use colours as a guide only as they do not always show the exact colour of the products.
- Showing the wrong amount of stock. The stock level should only be used as a guide however we will confirm the amount of stock we have when we confirm your order. Stock levels may be affected by such things as workshops and shows where we have to adjust stock levels following sales made at the event. In such cases we will make every effort to contact you to advise on stock availability. This will provide you the opportunity to let us know if you would like an alternative product.
- Not having the right details for the product.
- Different product packaging than shown.

Note: We may not process your order if we notice that the product information on our website is wrong when you place it. However, we will contact you to let you know and discuss alternatives. All orders are subject to stock availability

## PRODUCT PRICING

We aim to ensure that all our products are accurately and correctly priced however from time to time some errors may occur. In all cases we will ensure that they are corrected as soon as we notice or are informed of an error. If there are differences at the time you order we will contact you to let you know and confirm your order.

## ORDER CONFIRMATION

We will email you confirming your order. Please read and check the details carefully to make sure that they are correct. Should you have questions concerning the order, or if you need any help, please contact us on +44 (0)23 9224 0772:

- Sunday, Monday & Bank Holidays - Closed
- Tuesday, Wednesday & Friday 10am to 2pm
- Thursday - 10am to 2pm & 5pm - 7pm
- Saturday - 11am - Midday
- Or email us on [info@craftmemories.co.uk](mailto:info@craftmemories.co.uk)

We aim to confirm all orders placed and reply to calls and emails within 24 hours (Tuesday following Friday/Weekend & Bank Holidays)

## PRIVACY POLICY

This Policy has been updated to comply with the General Data Protection Regulation (GDPR) effective from the 25th May 2018.

This Privacy Policy applies to our 3 websites:

[www.cmscrapbooking.co.uk](http://www.cmscrapbooking.co.uk)

[www.leafranceuk.co.uk](http://www.leafranceuk.co.uk)

[www.cmscrapbooking.eu](http://www.cmscrapbooking.eu)

Craft Memories are committed to protecting and respecting your privacy. This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our processes and practices regarding your personal data and how we will treat it.

We do need to collect some information in order to process your order. We understand the importance of keeping your personal information (for example your email address), safe and secure online.

To process and send your order, we and other third-party companies who help us (e.g. Couriers, PayPal) use some of your personal information. We only send the data they request, and you can find details of their privacy policies on their websites to be sure that they will keep your personal information safe and secure. The courier used will depend on size and/or value and/or weight of your order. You are welcome to contact us for details of the courier being used for your order prior to it being sent.

### PERSONAL INFORMATION WE MAY COLLECT FROM YOU

We may collect and process the following personal data about you:

#### *Personal Data you give us:*

- to enable you to access our website and to correspond with us by phone, email or otherwise.
- to allow you, to receive information, products and services that you request from us.

- to provide you with information about other goods and services we offer that are similar to those that you have already purchased or enquired about.

The personal data you give us may include items such as your name, address, e-mail address and phone number. We rely on 'contractual necessity' as the lawful ground for the processing of your personal data in such cases.

***Personal Data we collect about you:***

- to improve our products and to ensure that website content is presented in the most effective manner for you and your computer or device.
- to allow you to participate in interactive features of our website and services when you choose to do so.
- to make suggestions and recommendations to you for our goods or services that may interest you.

This includes automatically collecting and using the following personal data: technical information, including your account registered information (members), and information about your session, including the information (such as scrolling, clicks), and other personal data supplied as part of the registration to the Members Club and using the website to purchase products.

**USES MADE OF THE PERSONAL DATA**

We use personal data held about you in the following ways:

***Personal Data you give to us. We will use this personal data:***

- to carry out our obligations arising from any contracts entered into between you and us and to provide you with the information, products and services that you request from us;
- to provide you with information about other goods and services we offer that are similar to those that you have already purchased or enquired about;
- to notify you about changes to our service; or
- to ensure that content from our website is presented in the most effective manner for you and your computer.
- to respond to any queries or requests you may have.

***Personal Data we collect about you. We will use this personal data:***

- by using the subscriber button on the website to add you to our mailing list to send updates on products, events and Craft Memories news (We use MailChimp as our mailing list provider, please check [www.mailchimp.com](http://www.mailchimp.com) – you may update your preferences and unsubscribe at any time via links at the bottom of the newsletter email).
- to administer our website and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
- to improve our products and to ensure that website content is presented in the most effective manner for you and your computer or device;
- to allow you to participate in interactive features of our website and services, when you choose to do so;
- as part of our efforts to keep our website safe and secure;
- to make suggestions and recommendations to you and other users of our website about goods or services that may interest you or them.

- to send you an email if you have bought from us either in person or online, inviting you to review the product/s bought. You will be able to unsubscribe from these emails.
- to respond to direct emails/phone calls/text messages, to inform you of something that may be of interest to you.

## **DISCLOSURE OF YOUR PERSONAL DATA**

### ***We may disclose your personal data to third parties:***

- if we are under a duty to disclose or share your personal data in order to comply with any legal obligation; in order to enforce or apply our relevant terms of use relating to each Product and other agreements; or to protect the rights, property, or safety of Craft Memories, our users, or others. This includes exchanging personal data with other companies and organisations for the purposes of fraud protection and credit risk reduction.
- We share data with Google and Facebook so that our adverts are shown to you in the future to help keep you aware of our new products.

## **WHERE WE STORE YOUR PERSONAL DATA**

Where possible data is stored and processed within the EU. Where this cannot be guaranteed, third parties we use agree to abide by the Privacy Shield framework or EU model clauses.

All information you provide to us is stored on third party secure servers. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

## **RETENTION OF YOUR PERSONAL DATA**

We will retain your personal data for as long as needed to provide you with access to our website (members) and services. If you wish to cancel request that we no longer use your personal data to provide you with our products, contact us at; [privacy@craftmemories.co.uk](mailto:privacy@craftmemories.co.uk) we will only retain and use your personal data thereafter as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

## **SECURITY OF YOUR PERSONAL DATA**

The security of your personal data is important to us. We comply with accepted industry standards to protect the personal data submitted to us. We use strict procedures and advanced security features to try to prevent unauthorised access. No method of transmission over the Internet, or method of electronic storage, is however 100% secure. Therefore, we cannot guarantee its absolute security.

Where we have given you (or where you have chosen) a password which enables you to access certain parts of our website, you are responsible for keeping this password confidential. You are not permitted to share a password with anyone.

Our website may, from time to time, contain links to and from other websites, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. We encourage you to carefully read the privacy notice of any website you visit.

## **YOUR RIGHTS**

You have the following rights in relation to the handling of your personal data:

- You have the right to request details of your personal data held about you by us.
- You have the right to have inaccuracies corrected for personal data held about you by us.
- You have the right to have personal data held about you erased / deleted.
- You have the right to object to direct marketing being conducted based upon personal data held about you by us.
- You have the right to restrict the processing for personal data held about you by us, including automated decision-making.
- You have the right to data portability for personal data held about you by us.

You can exercise any of your rights outlined above by contacting us at [privacy@craftmemories.co.uk](mailto:privacy@craftmemories.co.uk) and we will action your request within one month. Where we receive a large number of requests, or receive especially complex requests, this may be extended by a maximum of two further months. If we fail to meet these deadlines or if you feel your rights have not been adequately respected, you may complain to the Supervisory Authority and/or seek a judicial remedy.

### **CHANGES TO OUR PRIVACY POLICY**

Any changes we may make to our privacy policy in the future will be posted on our website and, where appropriate, notified to you by e-mail.

### **CONTACT**

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to [privacy@craftmemories.co.uk](mailto:privacy@craftmemories.co.uk)

### **INFORMATION, CORRECTION, BLOCKING AND DELETION OF DATA**

At all times, you have the right to free information about your saved data as well as the right to correction, deletion and blocking of the same. Please contact us if required on [privacy@craftmemories.co.uk](mailto:privacy@craftmemories.co.uk)

### **CONTACT AND COMMUNICATION**

If you email us with a query we will keep your email address and any other personal contact details private and secure. We use it only to reply to your email unless you request otherwise. We will never share your details with any third parties. We use MailChimp to mail out newsletters, updates etc.

### **EMAIL CONTACT LIST**

You may subscribe via email for newsletters, workshop details, product updates and future event information. The information we will securely hold for this purpose is your email address, we will not pass this information on to anyone else.

We use MailChimp for sending out emails and should you wish to unsubscribe you can do so at any time by using the 'Unsubscribe' option at the bottom of an email or emailing a request to [info@craftmemories.co.uk](mailto:info@craftmemories.co.uk) and putting in the subject line "Unsubscribe".

Please be aware we are unable to re-subscribe you to our MailChimp mailing list with the same email address.

For further details of their privacy and data collection policies please check the relevant websites.

# THIRD PARTY WE USE

## THE ONLY THIRD PARTIES USED:

- Wix - our website provider - privacy policy is available in full <https://www.wix.com/about/privacy>
- Mailing company - privacy policy is available in full <https://mailchimp.com/legal/privacy/>
- Payment processing through PayPal - privacy policy is available in full at <https://www.paypal.com/uk/webapps/mpp/ua/privacy-full>
- Payment processing through Square - privacy policy is available in full <https://squareup.com/gb/legal/privacy>
- Google AdSense - Google AdSense is a program run by Google that allows publishers in the Google Network of content sites to serve automatic text, image, video, or interactive media advertisements, that are targeted to site content and audience - Google's privacy policy is available in full at <https://policies.google.com/privacy?hl=en&gl=uk>
- Google Analytics - Google analytics provides us with detailed web statistics and real time monitoring to help us measure the performance of our web site. Google's privacy policy is available in full at <https://www.google.com/policies/privacy/>
- Social Media Services - Some pages of our website may connect with the following social media services. These may use third party cookies to connect with your own account to provide personalised content. **Facebook** We use functionality from Facebook to display personalised content, or to allow you to share content with your friends. We do not have any direct access to information relating to your Facebook account. For detail on Facebook's privacy policy please visit <https://www.facebook.com/privacy/explanation> and for **Pinterest** - <https://policy.pinterest.com/en-gb/privacy-policy>
- Issuu - for sharing detailed images of products – privacy policy is available in full <https://issuu.com/legal/privacy>
- YouTube when viewing videos of product and product ideas – privacy policy is available in full <https://policies.google.com/privacy?hl=en>
- Top 50 Crafting - Listing on their website – privacy policy is available in full <https://www.top50crafters.co.uk/index.php?a=priv>

## COURIERS WE USE

- Royal Mail – to process and send orders – privacy policy available in full at <https://www.royalmail.com/privacy-notice>
- MyHermes – privacy policy available in full at <https://www.myhermes.co.uk/privacy-policy.html>
- Parcel2go - privacy policy available in full at <https://www.parcel2go.com/content/privacy-policy.aspx>
- Parcel Force - privacy policy available in full at <https://www.parcelforce.com/privacy>

# COOKIE POLICY

## COOKIES

Our websites use cookies to provide you with an enhanced experience while using our websites. We also use them to help us to understand how you use our website so that we can continue to improve it. If you prefer not to make use of cookies you can set your web browsers security settings to block all cookies.

We also use Google Analytics to gather information about who uses our website, the type of internet browser used, the website from which you have come to ours and your IP address (the unique address which identifies your computer on the internet). This helps us to understand where improvements to our website would benefit our customers. This does not involve collecting or storing any of your personal information, you can read Google's privacy policy here for further information [ <http://www.google.com/privacy.html> ].

We also use Facebook and Pinterest Plugins. For further details of their privacy and data collection policies please check the relevant websites.

## WHAT ARE COOKIES?

Cookies are tiny text files saved on your computer when you go to some web pages.

Any website can put cookies on your computer. But your browser (for example Internet Explorer, Google Chrome or Firefox), will only allow some cookies to protect your privacy.

It is usual that a cookie will contain the following:

- A website address, for example [www.leafranceuk.co.uk](http://www.leafranceuk.co.uk).
- Its 'lifetime' (how long it will be held on your computer for).
- Its value, usually a unique string of letters and / or numbers.

## MANAGE COOKIES ON YOUR COMPUTER OR MOBILE DEVICE

You can browse the Craft Memories website with no cookies allowed on your computer or mobile device, but you may not be able to add products to your shopping basket.

In your web browser settings (for example Internet Explorer, Firefox or Google Chrome) you can:

- Check the cookies on your computer;
- remove all or some of them; and
- set rules on when you want cookies to be allowed.

## APPLICABLE LAW

By visiting Craft Memories, you agree that the laws of the United Kingdom, without regard to principles of conflict of laws, will govern these Conditions of Use and any dispute of any sort that might arise between you and Craft Memories or its suppliers.

## **SITES POLICIES, MODIFICATION and SEVERALBLITY**

Please review our other policies, such as our Shipping and Returns policy, posted on this site. These policies also govern your visit to Craft Memories. We reserve the right to make changes to our site, policies, and these Conditions of Use at any time. If any of these conditions shall be deemed invalid, void, or for any reason unenforceable, that condition shall be deemed severable and shall not affect the validity and enforceability of any remaining condition.

## **COPYRIGHT**

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## **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. A few functions on the website are in German (provided by [www.wix.com](http://www.wix.com)) for the ease of your ordering. We cannot be held responsible for any inaccuracies in translation.

## **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.