**ECOMMERCE SALE OF GOODS & RETURNS POLICY**

**Last updated** February 2020

**INTRODUCTION**

Thank you for choosing to be part of our community at **Infusions Tea Bag Art – Paula Smith** (“company”, “we”, “us”, or “our”). We are committed to protecting your personal information and your right to privacy. If you have any questions or concerns about our policy, or our practices with regards to your personal information, please contact us on email: **Infusionsteabagart@gmail.com**.

# Our contract with you

* 1. This agreement contains the entire agreement between the parties and supersedes all previous agreements and understandings between the parties.
	2. Each party acknowledges that, in entering into this agreement, he does not rely on any representation, warranty, information or document or other term not forming part of this agreement.
	3. If you use Our Website in any way and make an order on behalf of another person you warrant that you have full authority to do so and you accept personal responsibility for every act or omission by you.
	4. The price of Goods may be changed by us at any time. We will never change a price so as to affect the price charged to you at the time when you buy those Goods.
	5. If in future, you buy Goods from us under any arrangement which does not involve your payment via Our Website; these terms still apply so far as they can be applied.
	6. We do not sell the Goods in all countries. We may refuse to deliver the Goods if you live in a country we do not serve.

# Acceptance of your order

* 1. Your order is an offer to buy from us. Nothing that we do or say will amount to any acceptance of that offer until we actually dispatch the Goods to you.
	2. Your order is an offer to buy from us. We shall accept your order when products are submitted through the shopping cart, or as a an email contract for a product to be reserved. That is when our contract is made.

# Price and payment

* 1. The price payable for Goods sold is clearly set out through the final process of purchase at checkout point. Please check your shopping cart before processing. Prices include UK value added tax (VAT)
	2. If goods sold are going outside of the UK then the postage charges will need to reflect this, therefore a price for shipping should be obtained through email contact prior to final commitment. The price of the Goods does not include the delivery charge unless stated which will be charged at the rates applicable at the date you place your order.

# Security of your credit card

We take care to make Our Website safe for you to use.

* 1. Card payments are not processed through pages controlled by us. We use one or more online payment service providers who will encrypt your card or bank account details in a secure environment.
	2. Card payments through the IZettle process at craft fairs are not processed through pages controlled by us. This becomes their responsibility to be the kept in a secure environment.

# <https://www.netlawman.co.uk> Details supplied by NetLAWMAN

**RETURNS Policy – Infusions Tea Bag Art**

Our policy lasts 14 days. If 14 days have gone by since your purchase, unfortunately we can’t offer you a refund or exchange.

To be eligible for a return, your item must be unused and in the same condition that you received it.

There are certain situations where only partial refunds are granted: (if applicable)

\* Any item not in its original condition, is damaged or missing parts for reasons not due to our error.

\* Any item that is returned more than 14 days after delivery

**Refunds (if applicable)**

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

**Sale items (if applicable)**

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

**Exchanges (if applicable)**

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at **infusionsteabagart@gmail.com** and send your item to: **1 The Rudge, Blakeney Hill Road, Blakeney, Blakeney, GLS, GL15 4BT, United Kingdom. However certain products like paintings are one of a kind and can only be replicated so may not be the same as the original.**

**Shipping**

To return your product, you should mail your product to: **1 The Rudge, Blakeney Hill Road, Blakeney,** **Gloucestershire GL15 4BT, United Kingdom.**

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

Additional Generic Policy for other items:

Several types of goods are exempt from being returned. Perishable goods such as food, flowers, newspapers or magazines cannot be returned. We also do not accept products that are intimate or sanitary goods, hazardous materials, or flammable liquids or gases.

Additional non-returnable items:

\* Gift cards

\* Downloadable software products

\* Some health and personal care items

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Refund Policy Document Obtained Through Shopify.com