

# TERMS AND CONDITIONS

## PLACING AN ORDER

Mary Gwen is always delighted to welcome new and returning customers and is thrilled that others enjoy her designs, it means a lot to her.

Orders fall into two categories:

- In stock items
- Made to order items

Items descriptions will be clearly marked on the website which category they fall into and what sizes and colours are available. Generally smaller items are held in stock and larger more expensive items are made to order.

## IN STOCK ITEMS

To order from the website, simply make your choice and place into your online shopping basket. Once your order has been placed and payment accepted, you will receive an email acknowledging the details of your order and a receipt of purchase.

## MADE TO ORDER ITEMS

Made to order items are created after a consultation with Mary Gwen. Consultation is free online and by telephone. Personal visits can be arranged by request. Appointments can be made online and by telephone.

Mary Gwen recommends a sample pack is received by all customers to help them make informed decisions on the customization options available.

Once an order is placed and full payment is received the making of an item will commence. Customers will receive an email receipt as proof of purchase.

## SPECIAL PROJECTS

Mary Gwen also welcomes custom orders and creative collaborations, including shows and exhibitions. Please email [info@marygwen.com](mailto:info@marygwen.com) or call 07763815987 to discuss special projects.

## ORDER PROCESSING TIMES

Orders will be dispatched immediately if in stock.

As all custom orders are handmade locally in Wales, custom orders take around 4 weeks to make if there is not a waiting list. Please contact [info@marygwen.com](mailto:info@marygwen.com) or call 07763 815 987 for more information on current waiting times.

## SHIPPING

Orders are dispatched Monday- Friday, excluding public holidays. Items are delivered using a fully insured Royal Mail Special Delivery service.

United Kingdom - £15.00  
Europe + World - £25.00 Tracked and Insured

When placing your order please ensure that the billing and shipping address details are correct, as it is not possible to redirect. A signature will be required upon delivery of your order. Please be aware that Royal Mail's Special Delivery service is not a named delivery service and anyone at the designated delivery address may sign for your delivery. Mary Gwen Limited is not be liable for a lost or missing order that has been signed for within a building, for example an office address that has been provided for delivery. If you have specified a recipient who is not you for delivery purposes (for example as a gift) then you accept that evidence of a signature by them

(or at that delivery address) is evidence of delivery and fulfillment by Mary Gwen Limited.

When your order is shipped, we will send you a confirmatory email.

Delivery times are estimates and start from the date of dispatched and are dependent upon the services available in the delivery destination. Mary Gwen cannot be responsible for delays as a result of remote delivery locations, customs clearance processes or adverse weather conditions. If you have any questions regarding shipping in the United Kingdom, Europe and internationally, please don't hesitate to get in touch: [info@marygwen.com](mailto:info@marygwen.com)

### **SPECIAL COMMISSION POSTAGE**

Special commissions may incur additional postage and fitting costs – which will be advised beforehand.

### **RETURNED ITEMS**

When you place an order on [marygwen.com](http://marygwen.com), you are welcome to return any item(s) provided you return them within 14 days of delivery. This excludes custom orders.

Items should be returned, unused in a suitable and undamaged state. Returns that are damaged or soiled may not be accepted and may be sent back to you and/or a refund refused. For assistance please contact: [info@marygwen.com](mailto:info@marygwen.com)

To return your order:

1. Please email [info@marygwen.com](mailto:info@marygwen.com) to advise you wish to return your item.
2. Package your item well including all cards and labels
3. Arrange for postage to Mary Gwen Limited, Unit 14, Parc Glynllifon, Gwynedd. LL54 5DY.

Returned items postage costs are payable by the customer.

Returned items are the customers responsibility, so please obtain proof of postage. Mary Gwen recommends that you use a service such as Royal Mail Special Delivery that includes insurance as part of it's delivery service.

All custom orders are excluded from the returns policy.

### **FAULTY ITEMS**

Items are faulty if they are received damaged. Items that are damaged as a result of normal wear and tear are not considered to be faulty. Where possible, Mary Gwen will offer to repair faulty items. When items deemed faulty cannot be repaired or the same item is not available, a full refund will be offered.

### **PAYMENTS**

Payments can be made via PayPal, Visa, MasterCard and American Express. Payment will be debited from your account upon placing your order by Mary Gwen Limited.

You confirm that the credit/debit card that is being used is yours or that you have been specifically authorised by the owner of the credit/debit card to use it. All credit/debit card holders are subject to validation checks and authorization by the card issuer. The processing of an order is subject to a payment being authorized. You will be emailed a receipt to confirm payment.