

## Kuiama Crafts

### Terms & Conditions

All purchases placed with Kuiama Crafts are subject to the following terms and conditions.

#### **Placing an Order**

Kuiama Crafts website currently does not have a Shopping Basket.

If you wish to make a purchase please contact us by either telephone or email, details as follows:

Telephone 01736 798009  
Email sales@kuiamacrafts.com

We are able to supply relevant images and details of the products of interest, as long as the items in question are in stock.

**Please note:** Due to monitor, camera and lighting conditions colours may not be 100% accurate.

All payments to Kuiama Crafts must be in Pounds Sterling and can be made by Credit/Debit Card by telephone or Cheque made payable to '**Kuiama Crafts**'. Cheques must clear before posting of goods (please allow up to seven working days).

Goods will only be despatched to the address to which the credit/debit card is registered.

When placing order we require a contact telephone number and full name and address, these details will be destroyed on satisfactory completion of transaction, and stored securely until that time.

Card details taken by telephone are not stored once transaction is complete. Relevant card transaction receipt will be issued on despatch of goods.

Please note we currently do not accept orders from outside the United Kingdom.

#### **Postage and packaging**

Postage and packing is to be paid for by the purchaser.

All goods will be sent by First Class to be 'Signed For' or by Parcelforce.

Cost of postage is as pricing by Royal Mail and Parcelforce. Please note these prices are subject to change.

## **Refund & Returns Policy**

If you are not 100% happy with your purchase you have 28 days from the point of sale to return the items back to us.

All returns are required to be accompanied with a covering letter and a copy of your receipt.

Any goods returned incomplete i.e. packaging missing, accessories missing etc. will not be replaced or credited.

Goods found to have been used will not be replaced or credited unless faulty.

A refund will be issued as soon as we receive the goods for the price paid for the item.

We will provide a full refund of postage costs for a returned item if the return is a result of an error that the company has made or the goods are faulty.

**We, Kuiama Crafts, reserve the right to amend our terms and conditions of business at any time without prior notification**