

# Terms & Conditions

## Pattern Deletions

From time to time I discontinue some design patterns, thus enabling me to bring out new ones

## Delivery Information:

Each item is usually individually made for each customer, therefore it is difficult to give precise delivery information. Generally it takes around 28 working days to manufacture each item. If you require an order for a specific date, please contact me on +44(0)7427 511225 or email [jonathan@lighthousemaker.com](mailto:jonathan@lighthousemaker.com)

UK parcels currently carried by Royal Mail.

Please ensure delivery address can accept and sign for parcels which are delivered during the working week between 9:00am and 5:00pm .

Best Quality orders usually take 4 weeks to despatch. Orders going outside the UK will take a little longer.

Order Value	UK Mainland
up to £20	£3.75
£21 - £50	£6.50
over £50	£8.75

Order Value	Europe
up to £50	£17.00

Order Value	USA and Canada
up to £50	£30.00

Order Value	The rest of the world
up to £50	£40.00

## Returns Policy:

If for any reason your are not completely satisfied with your purchase you may return it to Gwaelod Pottery within 14 days of receipt of goods and receive a full refund of the original purchase price.

Unless I have made an error or goods are faulty the refund will be exclusive of delivery charges.

Please contact me on 07427511225 or email [jonathan@lighthousemaker.com](mailto:jonathan@lighthousemaker.com) to obtain a returns number. This will speed up your refund.

## Privacy:

**Data Protection and Privacy:** Gwaelod Pottery is dedicated to protecting your privacy. The information I collect on-line from my website will only be used by me. I will not trade, rent or otherwise pass on your personal information to others. If you have registered on our mailing list I will from time to time make you aware of special offers and new items.

Copyright Information:

Copyright: All images, data and visual designs remain the exclusive property of Gwaelod Pottery and may only be used for personal use in the process of placing an order.

## Terms and Conditions:

Terms: The following terms and conditions apply to all transactions made on Gwaelod Pottery's on-line shop. Please read them carefully and I suggest you print a copy for your records.

All products are subject to availability and can be withdrawn at any time.

If your order cannot be fulfilled I will inform you and suggest alternatives if available; alternatively I will offer a full refund.

Payment can be made by Paypal or any major credit card or debit card except American Express. Payment will be debited to your account before the goods are dispatched. All prices are in Pounds Sterling.

Goods not delivered: I will make every effort to complete your order and ensure that your payment details are 100% secure. In the event that your goods are lost or damaged in transit please notify me by email: [jonathan@lighthousemaker.com](mailto:jonathan@lighthousemaker.com)

REACH SVHC Statement: Gwaelod Pottery takes the REACH legislation very seriously and I risk assess and monitor all my products (articles) for the presence of "Substances of Very High Concern (SVHC's)".

The identification of a substance contained in an article as a SVHC creates certain legal obligations for importers, producers and suppliers of the article concerned.

Notification to the European Chemicals Agency is required within 6 months under the REACH Regulations for SVHC's present in articles when specific conditions are met.

Gwaelod Pottery will always aim to provide articles for use that are free of SVHC's, but if this is not possible we will always provide adequate, appropriate and timely information about articles containing SVHC's to users as required by the REACH legislation.

## Customs Information

Customs forms for all international packages detail the value of the contents and give a description of the items. Any customs or import duties levied once the package reaches your country must be borne by you. Your local customs office can provide further information.

## VAT

I am currently not VAT registered so it is not charged until it becomes a legal requirement by Gwaelod Pottery.

## Order Enquiries

How long will my order take?

On receipt of your order and payment, I start to manufacture your Gwaelod Pottery specifically for you. Each piece is made by hand and often has several firings to achieve the final product. Depending on your selected design, this process can take around 4 weeks to complete. Please call if you require pottery for a specific date on 07427511225 or email [jonathan@lighthousemaker.com](mailto:jonathan@lighthousemaker.com)