



## Terms and Conditions

Please read my T&C's carefully before purchasing. By purchasing from me you are agreeing to these terms and conditions. These terms and conditions apply to the use of this website and by accessing this website and/or placing an order you agree to be bound by the terms and conditions set out here. If you do not agree to be bound by these terms and conditions you may not use or access this website. These terms and conditions abide by The Consumer Contract Regulations. You're welcome to print or store these terms for your own records.

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Occasionally this website may also include links to other websites. These links are provided for your convenience to provide further information. They do not signify that I endorse the website(s). I have no responsibility for the content of the linked website(s).

## Personalised Orders & Commissions

All personalised orders and commissions are made in accordance with your requirements so it is important to write clearly, be specific and to check spellings are accurate as additional fees apply if you need to change your order after it has been started. When your order is received by me you will be sent an email confirming your requirements, this is giving you ample opportunity to correct any errors.

A proof image will be sent by email/messenger for you to approve. Unfortunately, if you do not have access to an electronic form of communication, I cannot send by post due to the additional time involved. It is important to carefully check this proof image as once approved your picture will be finalised and any further alterations will incur an additional £5 charge.

Please note: the price of personalised pictures includes one set of changes and an additional draft if errors are found. A minimum fee of £5 will incur if you wish to alter your requirements from those stated on your initial order. This is to cover the time involved in re-starting your order.

All right including copyright of any images remain with Squiggly Sue Designs.



## Prices

Prices are subject to change but are correct at time of posting. Any glitches, errors or typos are not required to be honoured. If an error or inaccuracy is discovered with regards to the advertised price of the goods that you have ordered, I will contact you as soon as possible usually by e-mail. This will be to inform you of the correct price of the goods, and to ask you if you wish to continue with the order at the amended price, or to cancel the order altogether.

Any special offers will have a clear displayed end date.

## Payment

Any contract for purchases will be with Squiggly Sue Designs. All payment must be made in GBP £ sterling.

## Shipping

You will be advised on an estimated dispatch date upon placing your order which is usually within three working weeks but could be longer at busy periods. Turnaround time also depends on the quickness of your responses to emails with proof images.

If your order is placed via a stockiest then your order will be delivered directly to the stockiest usually within 4 weeks unless otherwise agreed.

All orders are posted via Royal Mail Parcel Service. Proof of postage is ALWAYS obtained.

Should your order not arrive within the expected time, please contact me, a full refund or a replacement will be offered once 15 days (for UK orders) has elapsed.

## Complaints

Should you have any complaints, please send them to the contact information detailed at the bottom of this document. These terms and conditions apply to all transactions on this site. They do not affect your statutory rights.

## Returns & Cancellations

I make sure all items are of the highest standard but if there is ever a need to return an item I do accept returns for a full refund unless the item is a custom item, personalised or made to order - please see Returning Custom Items.

Under the Consumer Contract Regulations, your right to cancel begins from the moment you place your order, up to 14 working days after receiving your order. Your right to cancel is unconditional. You can return an item for any reason such as faulty, not as described, not fit for purpose, you've changed your mind and more.



If you wish to return an item, please notify me in writing using the following model cancellation form (email is fine). I will then process your return.

To Squiggly Sue Designs, 75 Vicarage Road, Derby DE3 0ED or squigglysue@btinternet.com:

## Cancellation Form

I/We [\*] hereby give notice that I/We [\*] cancel my/our [\*] contract of sale of the following goods

.....

Ordered on [\*/ received on [\*/.....

Name of consumer(s),.....

Address of consumer(s),.....

Signature of consumer(s) ..... Date.....

(only if this form is notified on paper)

\*Delete as appropriate

I would be grateful if you would return your items via recorded or tracked post, this is for your peace of mind, and mine. This is not a requirement of law, this is a courtesy request.

Items marked as being reduced for having a defect, damage or any other reason will be exempt from the returns policy.

Return postage will be paid by the customer if the order is no longer wanted. If the reason for the return is my responsibility return postage will be paid by me.

## Returning Custom Items:

Orders for custom made, personalised or made to order items are exempt from The Consumer Contract Regulations - the only exception being is if they're faulty, not as described, not fit for purpose or any other fault of Squiggly Sue Designs in this case, please refer to the returns section of this document.

## Contact Details:

Sue Quinby  
Squiggly Sue Designs  
75 Vicarage Road, Derby DE3 0ED  
sue@squigglysuedesigns.co.uk  
07933017512

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