

Creativi'T Terms & Conditions:



1. **Introduction:** This document shall govern the sales and purchase whether in person or on line, you will be asked to agree to the terms and conditions ahead of making a purchase. This document does not affect your statutory rights as a consumer. Purpose of document: governing product sales via website; express agreement to document upon order; no abridgment of consumer statutory rights.
2. **Interpretation:** where 'we' (means Tutus n Things Store and/or Creativi'T) and 'you' (means customer or prospective Customer) and 'us', 'our' or 'your' (which should be construed retrospectively) are used within this document these are whom we are speaking of.
3. **Order process:** The advertising of Products are to be seen as an invitation to treat and not a contractual offer. No contract of purchase will be made between us and you until the transaction has been processed, such as selecting your chosen item(s) and paying for an item
4. **Products:** Products may vary in style and colour, as all items are bespoke and handmade, no 2 items will be identical due to this. All Personalised items are non-refundable unless faulty where you have a 14 day period to contact us where we will make every effort to replace the item or offer a full refund on the return of the faulty item which must be returned within a further 14 days from the point of request. Edible and perishable items are completely non-refundable. We may change or discontinue some products and cannot guarantee the continued supply of any products that are currently or previously available; additional hamper products may vary such as different bottle of bubbles or different coloured candles, different biscuits and or Tea/coffee etc.
5. **All other items are also non-refundable but can possibly be exchanged as outlined in our returns, refunds and exchange/cancellation rights section.**
6. **Prices:** Prices will be quoted to you accordingly and may change from time to time in the event of a Sale or an increase in production costs and will be correct at time of enquiry. There may be a postage and packaging charge added to your order if it is not collected in person, you will be informed of this at the time of purchase before you enter a contract with us.
7. **Payments: Purchasing via website:** You must at the point of checkout pay the full price of the product(s) you have chosen, due to many items being made to order and/or personalised full payment is required up front. If we cannot fulfil your order you will be issued with a full refund, if you cancel your order within 2 days of ordering you will be entitled to a partial refund of 50%. By proceeding to checkout and making payment you are agreeing to the Terms & Conditions outlined in this document;
- 7.1 **Purchasing in Person:** If you are making a purchase in Person then payment can be made in the following ways, Contactless/chip and pin card payment, cash or instant bank transfer, no other forms of payment will be accepted if not outlined in this document.
8. **Deliveries:** All items are currently posted using Royal Mail (larger items a courier may be used) all items will be sent recorded delivery.
9. **Distance contracts: cancellation right:** We have the right to cancel an order, in the unfortunate event that we cannot fulfil your order, you will receive a full refund on any orders

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cancelled by us; cancellation right for consumers: you have the right to cancel your order with a full refund within 3 hours of entering a contract with us (submitting your transaction), by contacting us through our contact portal or your members area if you have subscribed, if you cancel within 2 days of your transaction you are entitled to a 50% refund and 50% will be forfeited any cancellations made outside of these terms you will forfeit the full payments amount and you will still receive the item(s);

10. **Return of products upon cancellation:** If you have received your order and there is a fault or an issue, you are required to request your refund within 14 days of receipt of item and to return your item within 14 days of informing us of your cancellation request. Items are to be posted back via a reputable UK based courier service such as Royal Mail ensuring it is well packaged and secure especially any breakable items, you are advised to send it tracked or recorded and advised to obtain a receipt of postage, we are not responsible for items that are lost or damaged in the post for returned items; on receipt of your returned item(s) it will be checked for wear and tear and if you meet the necessary requirement entitling you to a refund this will be processed. Please allow for up to 4 weeks to receive your refund although we hope for it not to take that long the system occasionally can be delayed, you will be refunded via the same means you made payment and to the same account (P&P will not be refunded), ALL Personalised Products are NON-REFUNDABLE except if there is a fault with the item. Items that have been destroyed or ruined due to consumer not following the detailed care of garment/item policy are not entitled to a refund, all edible and perishable items are non-refundable. If you wish to exchange your item, you will be issued a coupon/voucher with the total value of your purchased products minus P&P on the receipt of receiving back your returned items in an unused good condition, you have up to 3months to use your exchange coupon/voucher. You will be required to pay P&P for your new order, unless you are returning it due to an item fault.
11. **Limitations and exclusions of liability:** some items are delicate and breakable, please ensure you take care when using these products and keep them out of the reach of small children, we do not except liability of any injuries or accidents caused by the use of our products, this includes edible products that have not been checked for allergies.
12. **Variation:** revision of document by publishing new version on website; variations govern future contracts, our policies and terms may change from time to time you are advised to always read through the current terms and conditions at the point of purchase.
13. **Our details:** website operator name: Wix; place of business; West London contact information: you can contact us via the contact forms on our website.
14. **Privacy:** your payment details are not stored anywhere within the Creativi'T by TTS or Tutus N Things Store website or business, the third party payment portal processes your payments securely and following the appropriate guidelines, please refer to their policies regarding this; the details we will hold for you includes your full name, email address, postal address contact number. We will keep the details outlined above for 3 months before it is destroyed and removed from our records, unless you become a member then we will keep your data stored securely until you wish to unsubscribe from us; we will contact you annually to check whether you still wish to continue with your subscription, you can unsubscribe at any time.