

## Term & Conditions.

We hope you will enjoy our products and be totally satisfied with your purchase.

We are committed to providing high quality products and good service to our customers.

If any products are out of stock you will be contacted to be offered an alternative if you wish.

If for any reason you are not entirely happy with your purchase, please can you notify us within 14 days of receiving goods. We will be happy to refund the full value of goods or offer you an exchange of your choice.

**REFUNDS :** Please return your purchase to us within 14 days in it's original packaging and in good condition, stating that you require a refund. We will then reimburse you with a full refund for the returned goods. The cost of returning goods is the responsibility of the purchaser.

**EXCHANGES :** Please return the purchases to us within 14 days in it's original packaging and in good condition. We will then send out a replacement. A delivery charge will apply.

**RETURNS :** We are not responsible for any items lost in transit. A receipt for proof of postage is recommended.

**CANCELLATIONS :** You may cancel your order by contacting us with your name and order number. If however the goods have already been despatched this will not be possible. Please return them following the refund or exchange instructions.

**PAYMENTS :** Payments are taken at time of purchase. If payment is made by cheque the goods will only be despatched once the cheque has cleared. This is usually 4 to 5 working days. Postage is calculated at checkout dependant on weight. Postage is by Royal mail.

**DELIVERY :** Goods are usually despatched within 2 working days.

**PRIVACY:** We at The Cottage Soap & Gift Gallery Ltd handle any information supplied to us by our customers in the strictest confidence. We do not share any information with any third party. Any information is used solely for our own purpose, in order to supply you with good customer service.