

# Terms & Conditions

## **About Craftspace**

[www.craftspace.co.uk](http://www.craftspace.co.uk)

208 CUSTARD FACTORY GIBB STREET BIRMINGHAM B9 4AA

From 6th February 2017 our new address will be:

Unit 15, Highgate Craft Centre, 8 Highgate Square, Birmingham B12 0DU

TEL 0121 608 6668

[info@craftspace.co.uk](mailto:info@craftspace.co.uk)

Craftspace is a non profit distributing company limited by guarantee, not having a share capital and registered in England No. 2492368, Craftspace is registered as an Educational Charity No. 1001237

## **Cookies**

A cookie is a small text file which is stored on your computer's hard drive when you visit some websites.

We use cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website

A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can manage, disable and delete cookies stored on your computer in your browser settings.

To find out more about cookies and how you can manage them, visit [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org).

# Shop

## **Supporting Craftspace**

All profits from our online shop support the charity Craftspace and our artistic and educational programme.

## **Opening Hours**

Our shop is open Monday to Friday 9.30am – 4pm.

We are closed at weekends and during English Bank Holidays. We may be closed for longer periods during Easter and Christmas and these should be confirmed on our shop page. If you place an order outside of our opening times we will confirm and process your order on our next working day.

## **Orders**

All orders are subject to availability. We aim to ensure that pricing and stock levels are up to date. We will contact you if there is a problem fulfilling your order.

All products are priced in pounds sterling (£).

After you place your order, we will email you to let you know if it has been successful and an estimated delivery date along with any other important information.

Craftspace is not registered for VAT.

## **Delivery**

Orders for delivery within the UK will be sent first class by Royal Mail unless alternative arrangements are made. Orders will usually be dispatched within 5 working days.

Please contact us if you are placing an order from outside of the UK or if you would like to arrange a faster delivery at extra cost.

## **Cancellations and returns**

### **What if I want to return something?**

Let us know in writing as soon as possible that you would like to return your order. The best way to contact us is by email at [info@craftspace.co.uk](mailto:info@craftspace.co.uk). You should let us know as soon as possible and within 14 days of receiving your order and we will send you a returns form. You will then have another 14 days to return the item to us. After we receive the returned item, or your evidence of returning the goods eg. proof of postage, you will be refunded within 14 days.

Your refund will include the cost of delivery to you at the most basic option. Eg. First class Royal Mail.

If you are returning an item because you have changed your mind you will need to pay the cost of returning the item to our office. We will only accept the return of unwanted items if they are sent back in original unused condition.

Returns should be made to:

Returns, Craftspace, Unit 15, Highgate Craft Centre, 8 Highgate Square, Birmingham B12 0DU.

**What if my item is damaged or faulty?**

If you think your item is damaged or faulty please contact us, as soon as possible, at [info@craftspace.co.uk](mailto:info@craftspace.co.uk) or call our office on 0121 608 6668.

We will arrange with you for the item to be returned and we will refund the cost of the item and any postage costs.

Returns should be made to:

Returns, Craftspace, Unit 15, Highgate Craft Centre, 8 Highgate Square, Birmingham B12 0DU.

**Your legal rights**

You can find out more about your legal rights when buying online on these websites:  
[www.which.co.uk/consumer-rights/regulation/consumer-rights-act#30-day-right-to-reject](http://www.which.co.uk/consumer-rights/regulation/consumer-rights-act#30-day-right-to-reject)

[www.citizensadvice.org.uk/consumer/](http://www.citizensadvice.org.uk/consumer/)

[www.gov.uk/consumer-protection-rights](http://www.gov.uk/consumer-protection-rights)