

T&Cs

About Craftspace

www.craftspace.co.uk

Craftspace, Unit 15 Highgate Craft Centre, 8 Highgate Square, Birmingham B12 0DU TEL
Telephone: 0121 608 6668
Email: 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 or 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.

The prices payable for goods that you order are as set out in our website. All products are priced in pounds sterling (UK£).

We must receive payment of the whole of the price for the goods that you order before your order can be accepted. Once payment has been received by us we will confirm that your order has been accepted by sending an email to you at the email address you provide in your order form along with an estimated delivery date and any other important information. Our acceptance of your order brings into existence a legally binding contract between us.

Craftspace is not registered for VAT.

Delivery

You will be required to pay for delivery and it might not be possible for us to deliver to some locations. Our delivery charges are set out in our website.

We will deliver the goods ordered by you to the address you give us for delivery at the time you make your order.

Orders for delivery within the UK will be sent first class by Royal Mail unless alternative arrangements are made with us. Delivery will be made as soon as possible after your order is accepted and in any event within 30 days of your order. 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.

You will become the owner of the goods you have ordered when they have been delivered to you. Once goods have been delivered to you they will be held at your own risk and we will not be liable for their loss or destruction.

Data protection

Craftspace will never make your personal details available to other companies for marketing purposes. Craftspace will keep a record of your address details with the intention of sending your order.

Cancellations and returns

What if I want to return something?

Let us know in writing as soon as possible that you would like to cancel your contract. The best way to contact us is by email at info@craftspace.co.uk.

You may cancel your contract with us for the goods you order at any time up to the end of the fourteenth working day from the date you receive the ordered goods. You do not need to give us any reason for cancelling your contract nor will you have to pay any penalty.

We will send you a returns form by email. You will then have another 14 days to return the item to us.

Once you have notified us that you are cancelling your contract, any sum debited to us from your credit card will be credited to your account as soon as possible and in any event within 30 days of your order PROVIDED THAT the goods in question are returned by you and received by us in the condition they were in when delivered to you. If you do not return the goods delivered to you or do not pay the costs of delivery, we shall be entitled to deduct the direct costs of recovering the goods from the amount to be credited to you.

If you have received the goods before you cancel your contract then you must send the goods back to our contact address at your own cost and risk. If you cancel your contract but we have already processed the goods for delivery you must not unpack the goods when they are received by you and you must send the goods back to us at our contact address at your own cost and risk as soon as possible.

We will only accept the return of unwanted items if they are sent back in original unused condition.

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

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 or call our office on 0121 608 6668.

If an item is faulty we will arrange with you for it 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.

You can find out more about your legal rights when buying online on these websites:
<http://www.which.co.uk/consumer-rights/regulation/consumer-rights-act#30-day-right-to-reject>
<https://www.citizensadvice.org.uk/consumer/>
<https://www.gov.uk/consumer-protection-rights>

You can download these terms and conditions [here](#).

Further details are below:

Cancellation by us

We reserve the right to cancel the contract between us if:

- we have insufficient stock to deliver the goods you have ordered;
- we do not deliver to your area; or
- one or more of the goods you ordered was listed at an incorrect price due to a typographical error or an error in the pricing information received by us from our suppliers.

If we cancel your contract we will notify you by email and will credit to your account any sum deducted by us from your credit card as soon as possible but in any event within 30 days of your order. We will not be obliged to offer any additional compensation for disappointment suffered.

Liability

If the goods we deliver are not what you ordered or are damaged or defective or the delivery is of an incorrect quantity, we shall have no liability to you unless you notify us in writing at our contact address of the problem within 10 working days of the delivery of the goods in question.

If you do not receive the goods ordered within 30 days of the date on which you ordered them, we shall have no liability to you unless you notify us in writing at our contact address of the problem within 40 days of the date on which you ordered the goods.

If you notify a problem to us, as above, our only obligation will be, at your option:

- to make good any shortage or non-delivery;
- to replace or repair any goods that are damaged or defective; or
- to refund to you the amount paid by you for the goods in question in whatever way we choose.

Save as precluded by law, we will not be liable to you for any indirect or consequential loss, damage or expenses (including loss of profits, business or goodwill) howsoever arising out of any problem you notify to us under this condition and we shall have no liability to pay any money to you by way of compensation other than to refund to you the amount paid by you for the goods in question as above.

You must observe and comply with all applicable regulations and legislation, including obtaining all necessary customs, import or other permits to purchase goods from our site. The importation or exportation of certain of our goods to you may be prohibited by certain national laws. We make no representation and accept no liability in respect of the export or import of the goods you purchase.

Notwithstanding the foregoing, nothing in these terms and conditions is intended to limit any rights you might have as a consumer under applicable local law or other statutory rights that may not be excluded nor in any way to exclude or limit our liability to you for any death or personal injury resulting from our negligence.

Notices

Unless otherwise expressly stated in these terms and conditions, all notices from you to us must be in writing and sent to our email address which is info@craftspace.co.uk or alternatively to our contact address at Craftspace, Unit 15 Highgate Craft Centre, 8 Highgate Square, Birmingham B12 0DU and all notices from us to you will be displayed on our website from to time.

Events beyond our control

We shall have no liability to you for any failure to deliver goods you have ordered or any delay in doing so or for any damage or defect to goods delivered that is caused by any event or circumstance beyond our reasonable control including, without limitation, strikes, lock-outs and other industrial disputes, breakdown of systems or network access, flood, fire, explosion or accident.

Invalidity

If any part of these terms and conditions is unenforceable (including any provision in which we exclude our liability to you) the enforceability of any other part of these conditions will not be affected.

Third party rights

Except for our affiliates, directors, employees or representatives, a person who is not a party to this agreement has no right under the United Kingdom Contracts (Rights of Third Parties) Act 1999 to enforce any term of this agreement but this does not affect any right or remedy of a third party that exists or is available apart from that Act.

Governing law

The contract between us shall be governed by and interpreted in accordance with English law and the English courts shall have jurisdiction to resolve any disputes between us.

Entire agreement

These terms and conditions, together with our current website prices, delivery details, contact details and privacy policy, set out the whole of our agreement relating to the supply of the goods to you by us. Nothing said by any sales person on our behalf should be understood as a variation of these terms and conditions or as an authorised representation about the nature or quality of any goods offered for sale by us. Save for fraud or fraudulent misrepresentation, we shall have no liability for any such representation being untrue or misleading.