

TERMS AND CONDITIONS (2019)

1: Product Details

1.1 Product Colours

We make every effort to display colours on our site as accurately as possible however, the colour that you see depends on various variables such as your monitor display so for this reason we cannot guarantee that the colours shown will be an exact match. All of our coloured cords are factory dyed in batches and therefore slight colour variations may occur.

1.2 Measurements

All Measurements including weight, length and thickness are approximate and should not be taken as exact measurements. All of our spools are sold by weight, other measurements detailed on the website are to serve as a guide only.

1.3 Descriptive Words and Colour Names

All descriptive words and colour names are subject to personal opinion. They serve only to give an indication of what the product is like. If you have seen a description you do not agree with please contact us so we can review the issue.

2: Orders

2.1 Availability

All orders are subject to availability, if there is an issue with your order we will contact you through the details you provided to make the order, you will be offered a refund or an alternative product of the same value.

2.2 Acknowledgment of Your Order

We will automatically send you an email to confirm your order. For this reason you must provide us with a valid email address.

2.3 Errors When Ordering

You can correct/change your order up until the point you click "submit". If you have already placed your order but wish to make a change please contact us before it is dispatched, we will then do our best to correct the issue. If your order has already been dispatched you will have to adhere to our returns policy.

2.4 Cancelling Your Order

If you wish to cancel your order contact hello@whitecollectionmacrame.co.uk as soon as possible. If your order has already been dispatched you will have to adhere to our returns policy, outlined in Refunds.

3. Refunds

3.1 Eligibility

All products purchased via www.whitecollectionmacrame.co.uk can be returned within 14 days starting from the day the order was received as per our returns policy as detailed below.

3.2 Returns Criteria

Returned items must be in the same condition they were received in (unused and new) with original packaging and tags still intact. All 1kg spools must be returned weighing no less than 1kg. White Collection Macrame reserves the right to refuse the return of goods that do not meet these requirements.

3.3 Requesting a return

To request a return please contact us by emailing hello@whitecollectionmacrame.co.uk for a returns number and returns address. Once you have received your returns number please make a note of this within your packaging before sending. Please note that all items are returned at buyers own cost, we recommend using a signed for and insured delivery service.

3.4 Processing a refund

As soon as we have received your returned item(s) they will be weighed and inspected. If the returned item(s) is in a re-sellable condition, unused and in the original packaging we will process your return. The refund will be issued via store credit/exchange within 14 days of us receiving the returned item(s). If your item(s) is faulty a full refund (excluding delivery charges) will be issued within 14 days of us receiving your return.

4. Cancellations by us

We reserve the right to cancel your order if:

- We do not have the stock to meet your order
- We do not deliver to your address
- There is a error on our site regarding price or product details

5. Payment

All payments are made in GBP. All prices do not include VAT as White Collection Macrame is not a VAT registered company. Payments are made securely through credit/debit card. All credit/debit cards must be registered within the United Kingdom.

6. Delivery

6.1 Delivery Address

You must ensure that you enter the correct address when placing your order, we will not be held liable if you don't receive your parcel because the wrong address or delivery instructions were entered.

6.2 Delivery Pricing

Delivery prices are calculated based on the quantities of spools that are being ordered. These prices are outlined in the below table:

Delivery Service	1 Spool	2 Spools	3 Spools	4 Spools	5-9 Spools
Royal Main 1st Class Signed For	£4.49	N/A	N/A	N/A	N/A
Royal Mail 2nd Class Signed For	£2.95	N/A	N/A	N/A	N/A
Collect+ Economy (3-5 Days) Signature	N/A	£5.95	£5.95	£6.95	N/A
Collect+ Standard (2-3 Days) Signature	N/A	£7.95	£7.95	£9.95	£9.95

6.3 Couriers

White Collection Macrame uses 3rd party couriers to provide our delivery service, including the Royal Mail although this will vary on the weight of the order.

6.4 Dispatch

Goods are only dispatched once payment is received in full. We are not responsible if delivery is delayed for this reason.

7. Ownership

Once the you have received the order from the courier you own the goods, not before. After this point you hold the items at your own risk and we are not responsible for loss or damage of the goods.

8. Personal Data

8.1 We use your data to contact you in the event of an error with your order and to send your order.

8.2 We will only disclose your data to meet a legal obligation.

8.3 You have the right to request the personal data that we hold on you by written request to hello@whitecollectionmacrame.co.uk

8.4 We attempt to take all reasonable steps to protect your personal data, but cannot guarantee the security of data you disclose online unless its due to our own negligence

9. Cookies

We use cookies on our site to ensure that it runs smoothly. If you are unhappy with having cookies on your computer you can change your preferences in your browser settings.

10. Intellectual Property

This website is owned and maintained by Claire Dyché trading as White Collection Macrame. The contents of this site is protected by copyright and is the property of White Collection Macrame.

11. Liability

To the full extent permitted by law, our liability for breach of an implied warranty or condition is limited to the supply of the goods again or payment of the costs of having those goods supplied again. We accept no liability for any loss whatsoever including consequential loss suffered by you arising from products we have supplied.

12. Disclaimers

Whilst we have taken all due care in providing the information on our website, we do not provide any warranty either express or implied including without limitation warranties of title or implied warranties of merchantability of fitness for a particular purpose. To the extent permitted by law, any condition or warranty which would otherwise be implied into these terms and conditions is excluded. We also take all due care in ensuring that our website is free of any virus, worm, Trojan horse and/or malware, however we are not responsible for any damage to your computer system which arises in connection with your use of our website or any linked website.

13. Indemnity

By accessing our website, you agree to indemnify and hold us harmless from all claims, actions, damages, costs and expenses including legal fees arising from or in connection with your use of our website.

14. Jurisdiction

These terms and conditions are to be governed by and construed in accordance with the laws of England and any claim made by either party against the other which in any way arises out of these terms and conditions will be heard in England and you agree to submit to the jurisdiction of those Courts. If any provision in these terms and conditions is invalid under any law the provision will be limited, narrowed, construed or altered as necessary to render it valid but only to the extent necessary to achieve such validity. If necessary the invalid provision will be deleted from these terms and conditions and the remaining provisions will remain in full force and effect.