

JAN'S CRAFTS

Terms & Conditions of Business

General Details

- (a) Jan's Crafts is the trading name of Janet Husk of Ivy Cottage, Black Robin Lane, Kingston, Canterbury, Kent CT4 6HR who is the sole-proprietor of the Jan's Crafts business and of the www.jans-crafts.co.uk website.

In these Terms & Conditions, the expressions 'us', 'we', 'our' and 'Jan's Crafts' is a reference to Jan Husk and the expressions 'you', 'your' and 'customer' is a reference to the person or other entity doing business with us.

Making a Contract with Jan's Crafts

- (b) Orders for goods will only be considered from customers based in England, Wales and Scotland.
- (c) By completing the order form and sending it to us by post with your payment, you are making an offer to purchase goods from us.
- (d) We will acknowledge receipt of your order and payment by email, but we will not be able to confirm our acceptance of your order and payment until we have checked availability of the goods and other administrative issues.
- (e) We will then send you another email advising you of either (i) acceptance of your order, or (ii) non-acceptance of your order.
- (f) In the event of non-acceptance of your order, no contract will exist and we will not process any payment from you.
- (g) In the event of acceptance of your order, a contract will exist between you and us and we will process your payment.
- (h)  Any goods marked with this symbol on the price lists are not suitable for children under 36 months and must not be ordered for this age range. In placing an order and contracting with us, you are warranting that the goods are not being purchased for a child/children less than 36 months.
- (i) By placing an order with us, you are certifying that you are 18 years old or over and can legally enter into an enforceable contract with us.

Placing an Order

- (j) If you wish to place an order, complete the order form by stating the size, description and price of each individual item and also the relevant postage and packing cost - item prices and postage and packing costs are published on our website. The form must be signed by you and dated.
- (k) Once completed, dated and signed, post the order form to us with your payment, addressed to Jan's Crafts at Ivy Cottage, Black Robin Lane, Kingston, Canterbury, Kent CT4 6HR. Payment (cheque or postal order only, payable to Janet Husk) must be for the total sum due including postage and packing. Upon receipt of your correctly completed order form and full payment, we will progress with items (d) and (e) above.

Payment

- (l) You may make payment for the goods only by cheque or postal order. No credit/debit cards or cash will be accepted. If paying by cheque, you must endorse the back of the cheque with your cheque guarantee card number (the 16-digit number across the face of the card). Cheques and postal orders should be crossed 'Account Payee' and made payable to 'Janet Husk'.

Despatch of Goods, Title, Risk, etc

- (m) Despatch of goods to you will usually take place within two working days of clearance of your payment. However, despatch within this time-frame cannot be guaranteed.
- (n) Ownership and title in the goods shall remain with us until payment in full has been received and cleared and in the event of subsequent rejection, dishonouring or recalling of any payment, title in the goods shall revert to us.
- (o) Risk in the goods shall pass to you upon the collection of the goods from us by the relevant carrier or the posting of the goods.

Faulty Goods

- (p) If goods are faulty, you must contact us without delay detailing the fault(s) and we will make all appropriate effort to resolve the matter with you.

Privacy

- (q) We will hold your details for the sole purpose of despatching goods to you and to update you about our products. Your details will not be shared with anyone else. If you do not wish to receive updates after you have contracted with us, you should inform us and we will remove you from our customer database.