



## Quality, Returns & Complaints Policy

### Quality of Handmade Goods

It is often the nature of hand made goods to not be churned out by machine and factory perfect and so they may have slight imperfections. To many of our customers this is part of the charm of gifts which have been painstakingly made with love. Please bear this in mind when placing an order although we do of course strive for perfection.

We use high quality materials in all of our products and can offer to improve quality of yarns for example but that will impact on cost. Acrylic yarns and cotton yarns are perfect for most crocheted projects, they wash and wear well and do not carry a risk of lanolin allergy as some wool yarns do which is why we choose to use them in our products. Acrylic baby yarns tend to be softer than the regular acrylic yarns.

### Damaged Goods and Returns

Crafty Little Things (CLT) operates in accordance with the Sale of Goods Act 1979 specifically Sections 13 and 14 (see below). Returns are only accepted if the goods are proven to be faulty or unfit for purpose and then will be replaced not refunded. This does not affect your statutory rights.

In the event of a return being requested the customer should provide photographic evidence of the issue and email it to us at [enquiries@craftylittlethingsuk.com](mailto:enquiries@craftylittlethingsuk.com) All of our items are photographed prior to dispatch for comparison purposes should a complaint arise.

No replacement will be dispatched until the damaged product is received by CLT. Usually, the customer is responsible for the cost of the postage for returns but CLT will not charge postage on a replacement.

### Complaints

It is requested that customers allow us to make right any issues before they give a bad review or feedback on social media. Bad and negative reviews can be very damaging to a small business and unfair if we have not been given an opportunity to take remedial action. Part of a fair review of any service or company should include the manner in which they respond to a complaint, error or issue and if we are not given a chance to respond a fair review of our customer service cannot be given.

For this reason if there is a negative review of our products prior to a complaint being made directly to us and we become aware of it we reserve the right to refuse to consider your case any further and to remove your comments and block you from our social media sites. This prevents unlikely malicious activity which can be damaging to our business and brand.

Complaints must only be made via email, this allows us to track and respond to them in a timely manner. We aim to respond to a complaint within 48 hours and reach a resolution within a maximum of 5 days.

## **Sale of Goods Act 1979 Section 13**

### **Sale by description**

(1) Where there is a contract for the sale of goods by description, there is an implied term that the goods will correspond with the description.

(1A) As regards England and Wales and Northern Ireland, the term implied by subsection (1) above is a condition.

(2) If the sale is by sample as well as by description it is not sufficient that the bulk of the goods corresponds with the sample if the goods do not also correspond with the description.

(3) A sale of goods is not prevented from being a sale by description by reason only that, being exposed for sale or hire, they are selected by the buyer.

## **Sale of Goods Act 1979 Section 14**

### **Implied terms about quality or fitness**

(2A) For the purposes of this Act, goods are of satisfactory quality if they meet the standard that a reasonable person would regard as satisfactory, taking account of any description of the goods, the price (if relevant) and all the other relevant circumstances.

(2B) For the purposes of this Act, the quality of goods includes their state and condition and the following (among others) are in appropriate cases aspects of the quality of goods—

(a) fitness for all the purposes for which goods of the kind in question are commonly supplied,

(b) appearance and finish,

(c) freedom from minor defects,

(d) safety, and

(e) durability.

(2C) The term implied by subsection (2) above does not extend to any matter making the quality of goods unsatisfactory—

(a) which is specifically drawn to the buyer's attention before the contract is made,

(b) where the buyer examines the goods before the contract is made, which that examination ought to reveal, or

(c) in the case of a contract for sale by sample, which would have been apparent on a reasonable examination of the sample.