



Ordering

How to Place an Order

This can be done in a number of ways, with our most preferred first in the list:

1. By clicking and purchasing through our online store on our website
2. For Stampin' Up! products by clicking and purchasing through our online Stampin' Up! store.
3. By sending us an email
4. By calling us
5. By leaving a personal message on social media (not preferred as things can be missed)

How not to place an order

1. Through social media by commenting on posts or pictures
2. Via a third party as there may be things we need to discuss with the customer

What if my item needs customising?

We do provide our most popularly requested customisation options during the online ordering process. However due to the sheer quantity of customisation options available we can not include them all.

If you can not order your product online using the customisation options available then please message us by email preferably at enquiries@craftylittlethingsuk.com and leave your contact details and a brief description of what it is you would like us to do for you and we'll get back to you. Leave a good time to call if you want a call back and we'll do our best to call you within those times.

When is my order final?

Your order is final and legally binding once we have agreed:

- the description of the goods you wish to have made
- the materials to be used
- the colour/s to be used and patterns where possible
- any customisations including names and dates and checked they are correct
- postage or delivery cost
- a delivery date
- that our policies are read and understood and our terms and conditions are accepted
- payment is received as cleared funds either in full or a deposit where applicable

How do I make payment?

We have several options for payment

- paypal
- bank transfer
- credit or debit card payments can be taken in person and on the phone
- cash at events

How do I know my order has been confirmed?

You will receive a confirmation email from us either automatically when you purchase in our online store or generated by us once we have agreed the details above for a customised product and received payment.

Might my order be cancelled by Crafty Little Things?

We will never cancel an order unless there are extreme circumstances which mean we have to, in these cases you will be notified in a timely manner and issued a full refund by the same means which you used to pay.

What if Crafty Little Things can not fulfil the customisation choices for my item after the order is accepted?.

If ever we have a problem sourcing a material or product necessary for making your item we will contact you immediately to explain. If there is a delay on delivery of a product to us we shall advise you of that and suggest a change to the delivery date or we will offer you an alternative material. As we make a wide range of items we keep a large stock of materials but we do order in for many bespoke items. There are times when orders exceed our stock levels and we have to adjust item availability or delivery times

If you are not satisfied with the alternative or with waiting longer for your product to arrive then we shall cancel your order and refund your monies in total.

Can I cancel my order?

Due to the bespoke and custom nature of your order you can cancel it but we can not refund you any deposit or monies paid in full as we are likely to have already started work on your item or to have bought in materials for the item. Cancellations must take place within 24 hours of the order being placed to be considered for a refund. We do our best to be as flexible as we can be.

What if my order doesn't arrive or is faulty or damaged?

We do have a postal policy and a returns policy so check those out for full details.

We insist that all items are posted by Royal Mail and that they are either 1st or 2nd class signed for. We maintain proof of posting of all of our items and the signed for option gives us and the customer peace of mind that the item should be able to be identified as missing in the Royal Mail system if it is not received. In the event that the item is not received the customer must take up a case with the Royal Mail and CLT will do all we can to assist in this process.

We operate in accordance with the Sale of Goods Act 1979 on returns of faulty goods which means we only accept a return if the item was not as described, not fit for purpose, damaged (not including in the post) or not deemed to be of a quality befitting the cost. In those circumstances we accept a return at the expense of the customer and we shall offer a repair or replacement under our statutory rights. Your statutory rights are not affected.

This policy pertains only to the business undertakings of Crafty Little Things unless otherwise stated. For Stampin' Up! policies, terms and conditions of sale please check out the Stampin' Up! store website. This policy is the copyright of Crafty Little Things and should not be copied in part or full, shared or claimed as the work of any other party