

SPLAT.CO.UK
TERMS OF BUSINESS (ONLINE POTTERY SALES)



We can't stand the legal jargon and convoluted terms you seem to find everywhere these days, so we hope you'll find our terms of business simple, fair & reasonable!

NO QUIBBLE 14 DAY MONEY BACK WARRANTY

If you are not delighted with your pottery for any reason, simply return the entire order to us in its original condition, together with a note of your reason within 14 days of delivery for a full refund. We make this offer in addition to your statutory rights. - N.b. A postage service requiring a signature on receipt must be used, at your expense.

DELIVERY

All our pottery is hand made and we respectfully request a little time to fulfil your order. Our current expected delivery time is shown on the Home Page and the Checkout page of our website.

We will let you know immediately if for any reason we feel unable to deliver your order within that time.

Sometimes we are able to fulfil urgent orders, but PLEASE TELEPHONE US BEFORE MAKING YOUR ORDER if it is 7 days or less to your party. We will not accept responsibility for any consequential losses arising from non-delivery.

PARTY PACKS

We endeavour to deliver the party packs exactly as shown in our pictures. However, occasionally due to changes in supply or circumstances beyond our control it occasionally becomes necessary to substitute various sundry items.

BREAKAGES

We care about our pottery and pack it carefully, but occasionally accidents occur that are outside of our control.

If there is a problem with your order on delivery we promise to do our utmost to put it right and ensure your party is not effected.

Please check the contents or sign as 'unchecked' any delivery where the box has obviously been damaged.

Errors in the order or damaged items must be notified to us within 3 working days of delivery.

Important note - THE PACKAGING MUST BE KEPT IF A CLAIM IS TO BE MADE FOR ANY DAMAGED ITEMS

We will not accept responsibility for any consequential losses arising from the delivery of damaged items.

PAYMENT & VAT

Payment is available by most major debit and credit cards or cheque only. Please make cheques payable to IDAS Ltd.

A VAT invoice will be sent with your order. Our VAT number is 631 8067 47.

LIMITED LIABILITY

It is the responsibility of the purchaser to ensure proper and careful use of the pottery, paints and sundry items. Pottery items are not suitable for food or drink. Special attention should be paid to timely clean-up of accidents and suitable protection of clothes. Relevant manufacturer's fabric care instructions must be followed.

We do not accept responsibility or consequential loss claims for spillages or accidents.

QUESTIONS / PROBLEMS ?

Telephone 0800 7818 747

✉ Help@splat.co.uk