

Shepherd Cooper Ceramics Terms & Conditions of Sale

Version 1.1

The Contract

When you submit an order, an order number will be shown along with details of the items you have ordered.

We will then acknowledge receipt of your order via email.

A further 'Order Confirmation' email will subsequently be sent which includes delivery information. We may call you to discuss your order/delivery.

Under certain circumstances we may have to cancel an order. If we have to cancel all or part of your order for any reason, we will email you to let you know.

We take all reasonable care to ensure all information in our online store is correct at the time of publication but occasionally and regrettably, mistakes are made. Where a mistake is made that impacts price or availability, we may have to cancel your order. This can happen right up to the moment of dispatch. If it does happen, you will receive a full refund of any charges paid.

Pricing & Payments

The total cost of your order will be the price of the items you order and the delivery charge (if applicable). This will be visible in your Shopping Cart before you submit an order. Payment is taken once an order is submitted.

We use leading global online payment service providers to process purchases and they may use certain information along with fraud detection algorithms to protect you and us from fraud.

If a transaction is subsequently identified as being potentially fraudulent and has yet to be delivered, we reserve the right to cancel the order even though you will have received a Confirmation email. If this happens a full refund will be made.

Damaged, Missing or Incorrect Items

We love our collection and we want you to be delighted with your purchase and recommend that you check for any damage upon arrival and that you unpack your ceramics carefully. If any item has been damaged in transit please contact us promptly upon discovery, via our website.

For certain orders, especially large orders or orders which have back order components you may receive parts of the order at different times. Where an order has been partially fulfilled, we will email you so that you know what items to expect. If any item is missing from a partial or complete order please contact us by our website with details so that we can investigate and resolve.

If we have supplied an incorrect item please also let us know so that we can put it right and get the right item to you and take away the offending one.

Returns & Cancellations

If you change your mind and wish to return your order following delivery, we will refund or exchange your purchase as long as the order is unopened and in its original packaging. This is available for 14 days after delivery.

In line with Consumer Contracts Regulations, we will accept items back if you have opened the goods for the purpose of inspection. You are entitled to a refund as long as you tell us of your decision to cancel your order within 14 days from the date of delivery. You are entitled to examine the items but to obtain a full refund you must not use any items. The goods must be in the same 'new' condition as when they arrived and returned in the original packaging.

You can cancel your order via the contact section of our website or via email using orders@shepherdcooper.co.uk.

Once we have received the goods back from you, we will refund the cost of the items plus the delivery charge paid on the original order, if applicable.

We will make a deduction from the refund for any reduction in value of the goods arising from any unnecessary use by you if any.

We cannot refund/cancel your purchase without proof of purchase.

Faults

We will exchange or refund an item if a fault occurs within 30 days of delivery. For a refund or exchange, the product must otherwise be in "as new" condition. We do not cover faults caused by accidental damage, neglect, misuse or normal wear and tear. Please see below Care of your Ceramics.

Our returns policy does not affect your legal rights.

Care of your Ceramics

All of our collection is safe to use in dishwashers, microwave ovens and fridges. Some specific items are suitable for oven use and where this is the case it is indicated on our website in the item description.

Hot ceramics must not be stood in water or on snow/ice or immersed in water or placed under running water as to do so will very likely result in the item cracking/shattering due to thermal shock.

Abrasive cleaning pads, powders and creams may scratch the glaze so should be avoided. We recommend cleaning in a dishwasher or handwashing using dishwashing soap and water. For items with baked on stains, resist the temptation of using abrasive cleaning techniques but instead soak them overnight and sponge off the loosened residue the following day.

Do not use items that are not rated for oven use in an oven and note that items that are rated for oven use are rated to a maximum temperature of 280 C.

Damage caused as a result of not following these care instructions will not be accepted as faults.

General

We do not accept any changes to these terms and conditions and reserve the right to vary them from time to time. All transactions relating to this website are governed by English law and are subject to the jurisdiction of the English courts.

Shepherd Cooper Ceramics is a trading name of Shepherd Cooper Limited, a company registered in England & Wales (12626750).