

Terms & Conditions

Please note that by ordering on our website the customer agrees to abide by our prevailing terms and conditions which are as listed below:

Under no circumstance should any of the designs on this website be copied

Contact

Our contact details are clearly listed on the 'Contact Page' of our website. Our preferred method of contact is email.

The customer should ensure all their contact details are entered correctly including email, address and phone number on our website.

Pricing & VAT

All prices quoted on our web site show VAT separately which is charged at the current rate.

Stock

Our website is updated regularly with our stock.

Products and Descriptions

Sandrimea Designs takes great care in accurately describing the products available. We rely on information from manufacturers for the content of our website and accept no responsibility for errors in product description caused by incorrect information supplied by the manufacturer. Colour descriptions can also vary from supplier to supplier and since most of our products are handmade or died then colours can vary from 'batch to batch'.

While every care is taken to accurately photograph the products the customer should be aware that the colours shown can vary between monitors.

All products, unless stated otherwise, are made from artificial materials. Any references to flowers, leaves etc. relate to man-made products.

All references to gold, silver, pearl, crystal etc. relate to colour and not the actual material of which products are made.

Sandrimea Designs is not responsible for the natural deterioration of products over time, including the natural tarnishing of alloys and metals.

Ordering

Orders received after 5pm are deemed to have been received by Sandrimea on the following morning. Orders received after 5pm on Friday are deemed to have been received by us on the following Monday morning.

Payment Information

Payments are processed by PayPal. Customer details are encrypted and processed on a separate secure payment page and further information is available on PayPal's websites. We do not see your credit card details or store them in any way. PayPal should e-mail a separate confirmation of the transaction.

Occasionally there may be problems with a payment and this may not be the fault of the customer. Sandrimea Designs will follow up all failed payments and endeavor to resolve the problem.

Delivery

Sandrimea Designs uses Royal Mail First Class post and Couriers for deliveries and is not responsible for any delay, non-delivery or loss or damage to goods once they have left our possession. The customer will receive an email notifying them that their order has been dispatched and (where applicable) tracking details. Please allow 3-5 working days within the UK 5-7 working days for Europe and 7-14 days for the rest of the world.

Items will not be considered lost by the Royal Mail until 16 days after posting via First Class post, longer for standard parcel delivery. (Please see www.royalmail.com or visit your local post office for details) If the item has not arrived after 16 days from dispatch, please advise Sandrimea Designs in writing so that a claim can be filed with Royal Mail. We regret that some items cannot be replaced if they are of single special design. replacement items cannot be dispatched until this time period has elapsed.

Sandrimea Designs takes all reasonable precautions to make sure orders are addressed accurately and clearly before dispatch but if the customer enters an incorrect or incomplete delivery address, incorrect postcode etc, Sandrimea Designs cannot be held responsible if the goods go astray and any claims will not be entertained. Similarly, if the customer requests the Royal Mail or Carrier to leave goods in a nominated place for example a door step, in a shed or anywhere else apart from through a letter-box, it is entirely at the customers' risk.

Some orders may require a signature on delivery. Orders returned to Sandrimea Designs due to a failed delivery, for any reason (eg customer away on holiday, not collecting from a depot or Post Office in time) will be liable for another delivery charge. For subsequent re delivery we will contact the customer for a further postage fee will be required before the order can be dispatched again. It's the customer's responsibility to contact Sandrimea designs if the order has not arrived. If the customer no longer requires the order, then we will issue a refund for the cost of the goods less the cost of the original postage.

Delivery Aim

Our delivery aim is to dispatch as quickly as possible usually within 3 working days but please allow up to 5 working days. All orders are processed in the order in which they are placed and there are no exceptions unless the customer has previously arranged or selected, when available, an express service option.

Please note for orders placed during or near to a bank holiday and the Christmas period then the delivery of the order may be delayed accordingly.

Please be aware that certain areas, for example, The Scottish Highlands and Islands may encounter longer delivery times and this is beyond our control.

Combining of Orders

We cannot combine orders together - orders are dealt with on an individual basis by a dispatch team. Due to significant administration costs we cannot combine orders to reduce postage charges. Please do not be offended by our refusal.

Amendments and Additions to Orders

Due to our tight stock control regulations we cannot update orders once placed. We regret that we are unable to add items to an order and all 'forgotten' or out of stock items must be treated a separate order with a new delivery charge. Please do not be offended by our refusal.

International Orders

All international orders are sent via our chosen Courier/Service with tracked delivery. Please do remember that you will be liable for any customs charges levied on or after delivery.

Return of Goods

Sandrimea Designs will accept product returns within 14 days of the customer receiving the goods. The customer must notify Sandrimea Designs by e-mail that they intend to return the goods for a returns number and these should be returned unused and in their original condition to the address on the picking sheet or website. The products must be sent at the expense of the customer and a receipt should be obtained from Royal Mail or the carrier in case the goods are mislaid or arrive damaged and the customer needs to claim against them.

When the goods have been received at our premises we will process the refund within 14 days.

If the entire order is returned then the customer will receive a refund of their initial outbound delivery costs. If part of an order is returned, then the outbound delivery costs are not refunded. If the customer orders the wrong product and wishes to exchange it for another item this will be treated as two separate orders. The original postage will not be credited and there will be a new delivery charge for the second item unless we have previously negotiated another arrangement. Please note that if the customer has opted for 'Express Delivery' this is a service charge and for returned items this charge is not refunded.

Refunds, Replacements, Damaged Goods

In the unlikely event that the goods are damaged on arrival please let Sandramea know immediately by e-mail. The customer will be fully refunded, If Sandramea Designs asks for the return of the damaged goods the cost of the postage will also be refunded. Damaged goods must be notified to Sandramea Designs within 72 hours, beyond which no action will be taken.