

Terms and Conditions

Here at Heart of The Raven we will always strive to provide our best possible service to you, our valued customers. Each order or enquiry will be dealt with personally, promptly and effectively. However, we are only human so if anything doesn't quite work, we will put it right as soon as we can!

Our terms and conditions are as follows:

All orders will be dealt with within 24 hours of receipt. Unless of course it's the weekend or a bank holiday, in which case, please accept this to mean the next working day.

Orders cannot be processed until full payment has been received.

The price you see on the website will be the price you pay for the item. This however, does not include postage.

Postage is calculated at checkout and is always the cheapest possible option.

Items will always be posted through Royal Mail however, we cannot be liable for any losses, late or non-delivery.

Please notify us immediately if goods arrive damaged. Please send us a photo of the goods and the packaging if you are requesting a refund. We will then send you a prepaid return label. Damaged goods must be returned within 7 days.

By placing your order, you agree to abide by these terms. Your statutory rights are not affected.