

Present Past - Terms & Conditions

Welcome

Welcome to Present Past, the place to go for unique historical reproductions and inspirations, as well as educational and interactive living history services. We strive to produce items of the highest quality, meticulously researched and present the highest standards of customer service.

Payment

We accept credit and debit cards through the Etsy payment service as well as payment via PayPal. Payment must be received in full before goods will be dispatched. If ordering directly from www.presentpast.co.uk, an invoice will be sent to the Buyer with the option of purchasing via Paypal or bank transfer. Present Past never receives Buyer's financial information from PayPal. Payment for living history services will also take the form of an invoice to be paid via Paypal or bank transfer - also see 'Living History' section.

The price charged per item includes all VAT and any seller fees. The delivery cost is inclusive of all packaging and delivery charges. If purchasing outside of the European Union it is the buyers responsibility to pay any and all import fees, duties and taxes upon arrival in the respective country. It is up to the buyer to be aware of any such extra fees as Present Past cannot be held responsible for their application. Present Past will follow all international customs & excise laws and will mark packages correctly. If charges are applied to the Buyer's purchase due to mislabeling of customs declarations, those charges will be the responsibility of Present Past.

Orders may be cancelled at any time prior to dispatch with no reasons given. In this eventuality all charges will be refunded. After items have been dispatched a refund or replacement can be given if the goods have been found to be faulty or incorrect at delivery. Please see 'Refunds' section for more details.

Shipping

In stock Items are dispatched within 7 working days of payment, usually less. Where applicable tracking information will be emailed immediately after shipping. In the majority of cases, items should be delivered within 7 working days of the shipping date. For international Items, delivery should be within 7-14 working days of the shipping date. Items will be delivered via Royal Mail unless otherwise specified or requested. If you require express postage please contact us before placing your order to ensure the correct delivery is available.

Made to order items will be made and dispatched according to agreed timescales with the buyer. Due to the nature of handcrafted items, timescales cannot be guaranteed but will never be wilfully exceeded.

Living History

Present Past offers a wide range of educational and fun interactive displays for community, school and educational events. To define whether an event has been successful, both the needs of the client and the potential services we can offer will be discussed. From there an agreement will be made as to the particular services required to meet those needs. All services rendered by Present Past will be carried out to the highest professional standards with regards to the conduct of all those involved in providing living history services under Present Past. An event will be regarded as successful if all of the agreed services are provided to the standard laid out in the agreement.

The cost for these living history services are dependent on the individual needs of the client and will be agreed in discussion with the client beforehand. An invoice for payment of services will be sent to the client within 7 days of the events conclusion. Invoices should be fulfilled by Paypal or bank transfer no later than two weeks from receipt of the invoice. Any problems in fulfilment within this timescale should be made aware to Present Past before the date of the event or as soon as is relevant so that alternate arrangements can be made. Dependant on the size of the event a deposit may be asked for to cover the cost of consumables/equipments purchased for the event in the result of short notice cancellation of the event.

Scheduled events may be cancelled at any point prior to the day preceding the event without issue. Preferably cancellation notice should be given at least one week in advance. If cancellation is short notice - on the day prior to or on the day of the event itself - Present Past withholds the right to invoice for costs incurred in preparation of the event. These costs will not exceed 20% of the agreed payment price. In the case of events where a deposit has been paid, Present Past withholds the right to deduct said costs from the initial payment up to the full value of the deposit.

Present Past has its own insurance for the living history services it provides. This insurance is provided by Aviva and all relevant documents can be provided upon request.

Refunds and Exchanges

As part of the rules regarding distance/online buying, customers have the right to return products if they are decided to not be wanted. A return request must be made within 14 days of arrival of items. Items must be returned complete and in a sellable condition with all documents supplied. Return postage will be paid by the Buyer until such time as the items have been checked by Present Past. The cost of the return postage will then be refunded.

In addition to your statutory rights, if an item arrives as damaged or not what you were reasonably expecting then please get in touch and we will arrange replacement items. Items must be returned in a sellable condition with all original documents.

Natural Materials & Handmade Items provisos

Many of the items supplied by Present Past are handmade from natural materials. As such slight variations such as, but not limited to, colour, texture, size and shape may occur. An item will not be considered for refund if it is deemed to simply be a reasonable variation as described above.

Intellectual Property

Where goods are supplied that are under the protection of Copyright, the copyright is deemed to remain the intellectual property of 'Present Past'. If you wish to replicate any copyrighted material supplied please contact presentpastcrafts@gmail.com

Data Usage & Privacy

Present Past does not collect customer data through our website unless contacted via email. Email addresses and customer details are not retained for marketing purposes, nor will ever be made available to third parties. Present Past indirectly collects site traffic information through Google Analytics in order to monitor average usage. To view Google's data usage agreement go to <https://privacy.google.com/businesses/processorterms/>. This information is automatically destroyed after 26 months. Google acts as a processor for this data and therefore does not directly receive this traffic information.

When purchasing directly from Present Past you may be required to submit payment information to Paypal (see *Payment* section). Please visit their website at www.paypal.com/webapps/mpp/ua/privacy-prev to view their data usage policies. Present Past will collect customer name, email addresses/other contact information and physical address information for the purposes of completing transactions and delivering bought items.

When purchasing through our Etsy shop Present Past receives customer name, email addresses/Etsy contact information and address information for the purposes of completing transactions and delivering bought items. Do be aware that Etsy does collect certain digital information such as cookies and search criteria. While we do not directly access this information, this is used to help with presenting our items to buyers while searching, as recommended items or as paid ads. Please check your Etsy privacy settings at www.etsy.com/uk/your/account/privacy to view and manage your data privacy with Etsy. Present Past does not receive any private financial/payment information from Etsy regarding customers transactions except for the method of payment.

For any payment method, customer information is retained as receipt information for completing HMRC tax returns. The information is destroyed once the time permitted for any HMRC audits is completed. We do not collect customer contact information for marketing purposes and will never share it with any third parties.

If at any point you wish to find out if we hold any information about your transactions etc with Present Past then just get in touch.

Last updated 18/06/18