

- TERMS & CONDITIONS

These terms and conditions apply to the use of the Applique Originals website. By accessing the site and placing an order you agree to be bound by the terms and conditions set out below. We want you to be happy with our products and services. If you have any questions or queries that we can help with, please e-mail us at enquiries@appliqueoriginals.co.uk

- PAYMENT

Payments are processed through PayPal, a secure and well-trusted online payment processor. All major debit and credit cards are accepted and you don't need to have a PayPal account to make the payment. After you have placed your order you will receive e-mail confirmation of the transaction. If you would prefer to pay by cheque, that is fine too. Please e-mail your order to enquiries@appliqueoriginals.co.uk and make your cheque payable to Jane Smallcombe and send to the address below.

- DELIVERY

All our designs are carefully wrapped in tissue paper and sent in protective packaging, and should reach you in pristine condition. Your order will usually be dispatched within 7 working days of payment. It is extremely rare that there is a delay with your delivery, but if so we'll inform you by e-mail.

- UK DELIVERIES

Our standard delivery charge varies depending upon your order. You will be informed of the relevant postage and packing charges on receipt of your order. Your order will be sent by first class post. We understand that it isn't easy to be at home all the time and are happy to send to an alternative address if it makes life easier for you. If the package isn't signed for, it will be returned to your local post office for collection. If it is not collected within one week, it will be returned to us. We are happy to resend items but would ask you to pay for the postage costs of resending the parcel.

- OVERSEAS DELIVERIES

We are happy to send our designs around the world. Worldwide postage and packing charges are available

on request. Please be aware that international deliveries may be subject to local import duties and taxes. These charges are beyond our control, and any extra cost needs to be covered by the customer. All orders are processed in British Pounds Sterling.

- UK DELIVERIES

We want you to love your designs and we won't be happy if you're not. If the goods arrive and have been damaged in transit please inform us within 48 hours and we will arrange a replacement. Under the Consumer Protection Distance Selling Act you are entitled to a full refund, provided the item is returned within 7 days of receiving the goods. Please make sure you return the item in its original condition and packaging. We'd be grateful if you could pop in a note stating the reason for the return and whether you would like a refund or exchange. Please retain your proof of posting certificate, as we cannot be held responsible for anything that gets lost or damaged in transit. Please allow up to 2 weeks for your refund or exchange to be processed.

- COMMISSIONS

Please see our Bespoke section ([link](#)) where we highlight some of our recent commissions. We're also happy to discuss any ideas you have for one off pieces.

- COPYRIGHT

The copyright of this site and the products within it are retained by the artist. Images, logos, or text from our site must not be reproduced without written permission.

- CUSTOMER CARE

We would love to hear from you. If you need any other information about our products or advice on placing an order e-mail us at enquiries@appliqueoriginals.co.uk
