

PLUCKING FABULOUS

TERMS & CONDITIONS

Payment details:

We accept all major credit & debit cards. We use the PayPal payment gateway to process transactions, as it is one of the most secure payment platforms in the world. All prices are quoted in pounds sterling, and include VAT. Items purchased will appear on your bank statement as "PayPal".

Delivery & charges:

Delivery charges are banded by overall price and weight of the goods, and will be calculated at the checkout page.

When you select which of our items you would like to buy, we then get busy creating it for you. We endeavor to dispatch all orders from our Plucking Fabulous range within 2 - 3 working days if it is in stock.

Including delivery, please allow up to a maximum of 15 working days from the date of your order for the delivery, although of course we will aim to be quicker.

To ensure safe delivery of our products, we always use reliable couriers and a signed-for service. If you are out at the time of delivery, a card will be left for you to arrange re-delivery.

If for whatever reason there are unforeseen delays, we will contact you within 1 week to let you know about a potential delivery date, and if you're not happy, you can cancel your order and we will give you a full refund.

Damage & Returns Policy:

If you suspect goods have been damaged in transit based on the state of the parcel received, please sign for the package as 'damaged' and contact us directly so that we can take the issue up on your behalf with the postage carrier.

If for any reason you are not satisfied with the product, please return it within seven days using Royal Mail recorded delivery in the original packaging. Once returned, we will refund the cost of the goods (excluding postage). However due to the specific nature of

wholesale, trade and bespoke items, we cannot accept returns of bespoke / trade orders unless the product(s) are damaged.

Disclaimer:

We endeavor to display our products as accurately as possible, however due to photography and variations in monitor displays, some colours will differ slightly.

Personal Details:

We will not share your personal details with third parties, but may from time to time send you marketing material either directly or by email.