

Little Treasures Terms and Conditions

www.littletreasureshandsandfeet.co.uk ~ email julia@littletreasureshandsandfeet.co.uk or kate@littletreasureshandsandfeet.co.uk

Please refer to these terms and conditions before placing your order.

Payment

- As from 1st June 2020 full payment of your order is required at the casting.
- The prices shown include the preparation of up to 3 moulds of each required item during the casting. This enables us to achieve the best possible cast (ie. if you order a framed hand and foot we will take up to 3 hand casts and 3 foot casts). In the unlikely event that it is not possible to obtain a satisfactory mould on the day (eg. if your child is unsettled and cannot be pacified) a subsequent casting can be arranged. However, in these circumstances an additional fee would be charged of £5 per mould taken in order to cover the cost of materials etc.

Collection/Delivery

- Your items should be ready for collection within 21 days of your casting.
- If you require the item(s) by a certain date we will attempt to work to your deadline, but please make us aware of this when booking your casting.
- On occasion it may be possible for us to deliver your item(s) if you live within a 5 mile radius of our premises in Earley, Reading. A delivery charge may be applicable.

Refund Policy

- We hope that you will be very happy with your casts from Little Treasures. As items are handmade to order, they may only be returned if they are faulty.
- On collection/delivery of your finished item(s) please check for damage. If you are not entirely satisfied with your purchase, please contact us within 48 hours and we will make every effort to resolve any problems.

Cancellation

- As all items are handmade to order it is not possible for you to cancel your order once the casts have been taken.

Warranty

- All goods supplied by Little Treasures are warranted free from defects in materials or workmanship for 6 months from the collection/delivery date. This does not include fair wear and tear.

Whilst the processes involved when taking the moulds are safe for both adults and children and all materials used during the casting are non-toxic, we would advise that activities are undertaken at your own risk.

Little Treasures is fully insured.

(last updated 30/05/10)