

## A SUMMARY OF TERMS & CONDITIONS. DRIFTWOOD DESIGNS CORNWALL.

### RATES FOR INTERIOR DESIGN, DECORATION SERVICES

I am more than happy to quote for my services, without any obligation. My daily rates start at around £200 (excluding materials and any sub contracted labour required) but I'll always try my very best to be flexible and fit within your budget. For smaller jobs, an average hourly rate is calculated at around £30. A copy of Ts&Cs will be supplied, along with an estimate, prior to the start of any work.

### DESPATCH OF ORDERS, PLACED VIA THE ONLINE SHOP:

Shipping is to the UK mainland only. All products are inclusive of VAT and are charged in £ sterling. As most items are made to order, I will endeavour to despatch your order within 2 - 3 weeks (usually much sooner!) from the date of your order. Custom orders may take slightly longer and a lead time will be given to you, prior to the acceptance of the order.

### CANCELLATION OF ORDERS, PLACED VIA THE ONLINE SHOP:

Cancellation of an order will be accepted within 24 hours of the original order and on the condition that the order has not already been despatched. Cancellation requests must be submitted by email or by completing the contact form on the site. Unfortunately, custom orders cannot be cancelled once work has started.

### RETURNS POLICY, ORDERS PLACED VIA THE ONLINE SHOP:

Whilst I really want you to be happy with your purchase, if - upon delivery - you change your mind, I accept returns within 10 days of receiving your order. The item should be securely packaged, in the original packaging, and returned via signed for Royal Mail or courier. Unfortunately, I cannot be responsible for the return postage costs or any damage in transit. Any returns requests should be sought via email, or by completing the online contact form, before sending back the package. All orders are securely packaged and delivered by a courier service, or by Royal Mail. If you do receive an order in a damaged condition, please contact me straightway and I will offer a return or replacement. Unfortunately, custom made orders are not eligible for return unless defective or damaged in transit.

### PRIVACY:

Under GDPR I must have your permission to keep your personal details on record. By placing an order, you agree to the use of your personal details, so that I am able to process your order. This brief policy sets out the basis on which any personal data I collect from you, or that you provide to me, will be

processed. Please read the following carefully to understand how I collect your personal data and how I will treat it. *Information I may collect from you:* Details of transactions made through my site, including the information I require to process and despatch your order. Information required to contact you, with your permission, to discuss any work you have asked me to undertake on your behalf. I may also collect and process the following data about you: Information that you provide by filling in forms on my site. I may also ask you for information if you choose to enter any competition or promotion I run, which is featured on my site or social media. If you contact me, I may keep a record of that correspondence.

*Where your personal data is stored:* Although I will do my utmost to protect your personal data, and I have acquired the appropriate SSL certificate for my site, as with every website, I cannot 100% guarantee the security of your data transmitted to my site (built on a Squarespace platform) and any transmission is at your own risk.