

Bubbly Creations Accessories

Terms and Conditions

Website Content

We take every effort to ensure that the information published on this web site is accurate. However, we cannot accept any liability for the accuracy or content. Visitors who rely on this information do so at their own risk. Bubbly Creations Accessories reserves the right to change prices and / or products without prior notice. We accept no responsibility for any effect of ageing caused to any of our products or materials used.

Payment

Payment can be made by debit or credit card through PayPal- a secure payment facility (we do not have access to your card details)

Copyright

The material featured on this site is subject to copyright protection. The permission to reproduce material does not extend to anything on this site identified as being the copyright of a third party. Authorisation to reproduce such material must be obtained from the copyright holders concerned.

Ordering

When placing your order you are given a choice of delivery by 1st class post or next working day Express Delivery. Next day express delivery will either be by Royal Mail Special Delivery or Next Day Courier Service. It is the customers responsibility to ensure somebody is at the delivery address to take delivery. Express Delivery can be any time up to 5.30pm. The same day despatch of Express Delivery orders can only be sent on retail orders placed before 11am.

If an item is out of stock

In the event that the item you have ordered is out of stock we will notify you of the revised delivery timescale. Should this be unacceptable, we will refund any payment made for this item.

Returns/Cancellation Policy

If the items have arrived damaged:

Please contact us by email within 7 days. We will replace or refund for the damaged goods as required. We will also pay the normal First Class recorded/standard parcels cost of returning your goods. Do not return damaged goods without contacting us first. Postage will not be refunded on faulty goods returned without prior notification.

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Any shortages/discrepancies must be advised within 14 days of receipt of your parcel.

If you do not like the items you have received or have chosen the wrong item:

Please return them to us within 14 days of receipt. Please enclose a copy of your invoice indicating the items being returned. We will be happy to refund you for the returned items, less the cost of the original postage and packing, providing they are returned in their original condition with any sealed packaging unopened. You must pay the cost of returning the goods and you will be responsible for their safety during transportation. When returning items please obtain a free proof of postage from the Post Office so that you can make a claim against them in the event of the goods being lost in the post.

If you ordered incorrectly or want replacement goods for returned items, this will be regarded as a new order and as such should be made through the website in the usual way which will include postage and packing at the standard rate.

Where it is not the fault of Bubbly Creations Accessories, and you wish cancel the order for goods which are not faulty you are required to notify Bubbly Creations of Accessories of cancellation within 14 days of receiving the goods. Refunds will only be considered for goods returned within 14 days of their delivery date.

When returning goods, it is your responsibility that they are packed so as to avoid damage in the post as goods must be received by us in a re-saleable condition to ensure you receive a refund. Refunds will be made within 14 days of us receiving the returned goods. The payment method of the refund will be as per the original transaction e.g. cheque or via PayPal by which the original transaction was made. The refund will include the cost of the original postage for delivery and the returned postage cost **for faulty or incorrectly picked goods only.**

It is the responsibility of the customer to ensure the return of goods. Unless it is the fault of Bubbly Creations Accessories, the customer is responsible for all return delivery costs. Bubbly Creations Accessories cannot accept no responsibility for the transit of goods being returned and the package is the responsibility of the customer until it is received by Bubbly Creations Accessories

Should you return goods to us that are not faulty and you have not paid for the postage then we will charge you the postage and take this out of the refund owed.

Product Descriptions

All products, unless stated otherwise, are made from artificial materials. Any references to flowers, leaves etc. relate to man-made products. All references to gold, silver, pearl, crystal etc. relate to colour and not the actual material of which products are made.

Privacy

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Bubbly Creations Accessories respect your privacy and are committed to protecting it. Any information provided by you in the course of purchasing from this website is used in accordance with the Data Protection Act 1998. We do not pass your details onto anyone else.