

TERM AND CONDITIONS

Please accept the fact that the **colors of the products** in the photos may differ from reality for many reasons, such as differences in resolution and monitor settings, lighting during shooting or even graphic editing. This is especially important in the case of online shopping, where we do not have the opportunity to see the product in person before buying.

I am a seller but also a buyer and I know how important the colors of the products you use for your projects are. I am also a designer and most of the photos in my listings are made by me. If you need more information about a product, please contact me before purchasing. It depends on the resolution of the model and individual monitor settings. If in doubt, it is always better to make sure and ask the seller for product details before buying.

Prohibition of copying and dissemination of photos: All provided photos are subject to copyright and remain the property of their owner (Image Owner). The Client (Person/Corporation) undertakes not to copy, alter, reproduce or distribute the photos without the written consent of the Photo Owner. The photos provided to the client are only intended for a specific purpose or project as agreed between the client and the owner of the photo. Any other use of the photos, not related to the contract, requires the written consent of the Photo Owner. Violation of these provisions may lead to the pursuit of legal claims against the Customer.

SHIPPING TERMS

Shipping costs: Free shipping is offered for most products. Sometimes, shipping costs are determined based on the shipping method you choose, package weight, destination, and other factors. Information on shipping costs is provided in the ordering process or in a separate section on the Seller's website.

Order processing time: The Seller makes every effort to ensure that orders are processed as soon as possible. Goods purchased and paid for 13.00 from Monday to Friday are sent on the same working day. Products purchased after 13.00 are sent the next working day. Products purchased on Friday after 1 p.m. and on the weekend are shipped on the first business day after the weekend. All holidays and public holidays are also days off for forwarding companies, therefore your shipment is sent immediately on the first working day. Free items are sent 2nd Class Royal Mail. Others have an estimated delivery time when choosing a shipping method. However, please note that the delivery time may vary depending on the location, product availability and other factors beyond the Seller's control.

Delivery address: The customer is responsible for providing the correct delivery address. The seller is not responsible for failure to deliver the order due to the incorrect or incomplete address provided by the customer. If it is necessary to change the delivery address after placing an order, the Customer should contact the Seller's Customer Service as soon as possible.

Shipping insurance: Depending on the shipping method you choose and the order value, the Seller may offer the option of shipping insurance. The customer has the option of choosing this option, which may be subject to additional costs.

Complaints regarding delivery: In the event of damage to the shipment during transport, the Customer should immediately contact the Seller's Customer Service and file a complaint. The customer should keep the packaging and all documents provided with the shipment in order to facilitate the complaint process. Due to the nature of sales, which is the online sales system, the basis for a complaint is sending photos of the damaged packaging or product. Without photographic documentation, the complaint may not be accepted.

Shipment Tracking: Where possible, the Seller provides online tracking. The customer receives a

tracking number that allows you to monitor the delivery status. There are situations when the shipment did not arrive within the specified time. You should immediately contact the Seller's Customer Service and notify them of the situation.

Collection of the shipment: The customer is responsible for the correct collection of the shipment in accordance with the selected delivery method. In the event that the Customer fails to collect the shipment or is unable to deliver it due to an incorrect address or lack of presence of the Customer, the Seller shall not be liable and may charge additional re-shipment costs or apply other appropriate procedures. Attention! Royal Mail's regulations have changed and now the postman only undertakes the delivery twice. If he does not find anyone at home twice, the package is deposited at the parcel collection point. In this situation, you can redeliver or pick it up in person. If the package is not picked up, it is returned to the seller after 14 days.

Delivery area: The seller defines the available delivery areas. The customer should ensure that the area is covered by the delivery service before placing an order. In the event of unavailability of delivery to a given area, the Seller may refuse to fulfill the order or contact the Customer to agree on other delivery options. This includes remote places in Scotland, Ireland and the islands.

Any matters not covered by the above clauses can be resolved by contacting the Seller's Customer Service. I encourage you to talk before submitting a complaint.

PRODUCT RETURN OR REPLACEMENT RULES

Refund or exchange conditions: The customer has the right to return or exchange the product in certain situations, such as:

- a. Manufacturing defect of the product.
- b. Non-compliance of the product with the order.
- c. Damage to the product during shipping.
- d. Other legitimate reasons in accordance with applicable law.

The basis for submitting a complaint is sending photos of the advertised product and a description of the reason for the return.

Deadline for requesting a return or exchange: The customer must notify the intention of returning or exchanging the product within a certain period of time, usually within 7 days of receiving the shipment. After this period, the Seller may refuse to return or exchange. The time to return the product is 60 days. Complaints that have not been reported within 7 days of receiving the shipment may not be considered.

Product Condition: The product should be returned or exchanged in its original condition, without signs of use, with complete packaging and all accessories included. The seller reserves the right to refuse to return or exchange a product if it does not meet these requirements.

Procedure for submitting a return or exchange: The customer should contact the Seller's Customer Service to report the intention to return or exchange the product. The required information may include your order number, a description of the problem, and photos of the product in the event of damage.

Return or exchange costs: If a return or exchange is necessary due to a manufacturing defect, non-conformity with the order or transport damage, the Seller covers the costs of return or exchange. In other cases, such as changing the Customer's mind or ordering the product by mistake, the Customer bears the costs of return or exchange.

Responsibility for the return shipment: The customer is responsible for properly packing and securing the product during the return shipment. The seller is not responsible for any damage to the product during return transport.

Refund procedure: Upon receipt of the return or exchange, the Seller will consider the complaint and take appropriate action, such as returning the funds to the Customer's account or sending a new product in the event of an exchange. The refund period may vary depending on the Seller's policy.

Exclusions: Some products may be excluded from the possibility of return or exchange for reasons of hygiene, safety or other reasons determined by the Seller or applicable law. Products made individually or cut products such as lace, agrotexiles, fabrics are not returnable.

Additional terms: Additional terms and conditions may apply to return or exchange of the product, which are set out in the specific agreements or regulations of the Seller.

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