

## Made by Lawrie terms and conditions

Please read this page carefully as, by placing an order, you are agreeing to be bound by these terms and conditions.

Use of this website and orders placed here or by phone are governed by the laws of the Isle of Man.

### Contact

Made by Lawrie is the business name of Margaret Lawrie Hunter. Contact me at:

Made by Lawrie  
Ballaleigh Cottage  
Ballaleigh Road  
Kirk Michael  
Isle of Man IM6 1HJ  
British Isles

+44 (0)1624 877919 or tel/text 07624 321041  
info@madebylawrie.co.uk

### How do I order?

The online shop allows you to pay for your order securely using a debit/credit card, or a Paypal account if you have one, using the secure Sage Pay payment system, one of the biggest and most trusted payment providers in the UK. I do not receive or hold your debit/credit card details if you use the online shop, and your payment is secure.

1. Choose items options (eg colour).
2. Add order to basket.
3. Choose shipping (contact me first for urgent orders).
4. Apply discount/promotion code if you have one.
5. Proceed to checkout.
6. Agree terms and conditions.
7. Enter payment details.

If you have registered your card with 3D Secure you will need to enter your security details during the payment process. Another step, but it's there to protect you (and me) from online fraud!

You can return to/amend your shopping basket at any time by choosing the View basket button at the top left of any page.

**Order by phone:** Alternatively, UK customers can phone me with your order on 01624 877919 to pay by card, cheque or bank transfer. I will process card transactions for you via the secure Sage Pay virtual terminal.

**Non-UK customers:** Please note that I accept payment in pounds sterling. If you wish to pay using a different currency, the shopping cart will automatically convert your payment for you.

### Delivery

Garters are usually despatched within 3 days of order. All orders will be despatched as soon as possible but in any case within 14 days of placing your order (but see above for latest information on delivery times). If you require your order sooner, just ask and I will try to help. Your order will be packaged in a complimentary Made by Lawrie gift box. You will receive email or telephone confirmation when your order has been shipped.

How quickly I make your item(s) after you place an order will vary but please check that all details are correct as soon as you receive confirmation of your order and let me know as soon as possible if anything needs to be changed, especially if you are ordering personalisation.

## Delivery charges

You will be asked to confirm your shipping location when you first add items to the shopping basket. Delivery charges are shown in your shopping basket, before you confirm your order. You can specify a different delivery address to billing address at checkout.

Your order will be sent by standard Royal Mail service unless you choose an alternative tracked or next day service at checkout (in which case you will need to sign for your parcel).

### UK, Isle of Man, Northern Ireland and Channel Islands

**Standard:** Your order will be sent by 1st class mail (usually takes 2 to 7 working days).

**Next day:** Your order will be sent by Special Delivery (before 1pm next working day, not including Saturday).

**Next day Saturday:** Your order will be sent by Special Delivery (before 9am Saturday).

If your order is urgent please check first that I can prioritise it for you. Please note that **next day delivery does not mean despatch on the day you place your order** – remember that I need time to make your item, especially if it is personalised. I will prioritise your order and post it as soon as it is ready. Please use the date needed by box at checkout to tell me when you need your order to arrive.

Item	Standard P&P	Next day P&P
Garters, sashes, headbands, combs	£2.15	£6.75
Bags, muffs, fascinators & veils, light wraps	£2.95	£7.50
Ring cushions, satin wraps	£3.50	£7.50
Fur and velvet wraps	£3.95	£8.50
Total spend over £100 (before P&P)	FREE	FREE
Next day Saturday		above plus £3.00

### Europe (including Republic of Ireland)

Your order will be sent by International Signed For service (you will need to sign for the parcel). Depending on destination this usually takes around 3 to 10 days.

Item	International Signed For
Garters, sashes, headbands, combs	£7.50
Bags, muffs, fascinators & veils, light wraps	£8.75
Ring cushions, satin wraps	£10.75
Fur and velvet wraps	£13.95

### International, Rest of World

Your order will be sent by International Signed For service (you will need to sign for the parcel). Depending on destination this usually takes around 5 to 10 days.

Item	International Signed For
Garters, sashes, headbands, combs	£8.00
Bags, muffs, fascinators & veils, light wraps	£9.75
Ring cushions, satin wraps	£12.75
Fur and velvet wraps	£15.95

## **Exchanges and returns**

I hope you will be happy with your purchase but if for any reason you wish to return it then I offer a simple exchange service or a money back guarantee if you wish to return your purchase.

**Returns:** Full details of how to return or exchange items will be sent with your order. You must notify me in writing (email will do) within 7 days of delivery that you wish to cancel the order. You will then have to return it at your own cost in the same condition as received and in its presentation box. I recommend you return the item using an insured and tracked service as you have a duty to take reasonable care of it until I receive it back. If you think the item has been damaged in the post you must also return the original packaging.

**Refunds:** I will refund the money you have paid within 30 days. If I agree an item is faulty or has been damaged in the post I will also refund the cost of returning it to me if I ask you to do so. Please contact me before returning items, otherwise I may not be able to accept your return.

**Exchanges:** If you would like an exchange you will need to pay a further postage and packing charge.

**Personalised items:** Because of their nature, personalised items cannot be returned unless they are faulty or I have made a mistake in your details, so please check all spellings etc. carefully when placing your order. This includes items with personalised embroidery and items made in custom colours or with custom design changes.

**Free samples:** To avoid unnecessary returns I offer a free fabric sample service. If you are not sure that a colour will suit or you need to see what a personalised item will look like, please ask for a free fabric sample before ordering.

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