

SALLY JANE ORIGINALS SHOP POLICIES

SHIPPING POLICY

I use recycled/reclaimed packaging whenever possible – it's good for the planet and keeps your costs down!

This may include recycled cardboard, bubble wrap, foam, polystyrene and newspaper as well as other reclaimed materials. All materials are clean.

I always pack my ceramics with large amounts of padding to ensure that they reach you in undamaged. All items in the shop are in stock and I aim to send them out within 1 working day of receiving your order. If this is not possible for any reason, I will contact you by email to update you.

You have the choice of 1st or 2nd class Royal Mail post or Hermes couriers, which you can select during the checkout process. I ship within the United Kingdom only.

REFUND POLICY

I am proud to make my ceramics to the highest standards and have described them as accurately as possible on this website. If your purchase does not meet or exceed your expectations, please contact me directly to talk about it.

If you are not completely satisfied with your purchase or if you have changed your mind, I will offer a refund if you return the item to me within 14 days of receipt. The item must be returned in an unused condition, be in its original padding & packaging and return postage costs be paid by you.

If you return your purchase because it has been damaged on its way to you, I will refund the cost of return postage. I regret that I cannot offer refunds on bespoke or customised/personalised items unless they are damaged in transit.

CANCELLATION / RETURN / EXCHANGE POLICY

If you want to cancel your order, you must do this before your purchase has been shipped.

If you wish to return your purchase because you are not completely satisfied or if you have changed your mind, I will offer a full refund if it is returned to me within 14 days of receipt. Your purchase must be returned in an unused condition and in its original padding and packaging. If your purchase is undamaged, return postage is your responsibility. I regret that I cannot offer refunds on personalised items unless they are damaged in transit.

If your purchase is damaged when you receive it, I am happy to refund your postage costs as well.

If you need to return your purchase, please contact me directly for the return address; this will also be included with the documents in your delivered package.

PRIVACY/GDPR POLICY

I don't keep any financial or payment details, these are all held by Stripe. I have access to your name, address and email to be able to send you your purchase or to answer any questions that you have. I will never share your information with anyone else, nor will I contact you other than in relation to your purchase.