**Crafty Pipsqueak Terms and Conditions**

**Delivery**

We aim to dispatch orders within 3 working days. Items will be sent First Class by Royal Mail unless otherwise notified and we will obtain proof of postage. Please check the Royal Mail’s website for any possible disruptions to their services.

You will be notified once your order has been dispatched.

If you believe your order is delayed, please contact me.

**Returns**

If you are unhappy with your item(s) and wish to obtain a refund or exchange, please contact us within 7 days of purchase.

If you’ve changed your mind, you can return items in their original packaging and in their original condition for a refund of the value of the products, or for an exchange. Please note, the cost of posting items to you and the return postage cost is not refundable. You must obtain proof of postage from the post office when returning your items. If the item is not returned in the original condition, the buyer is responsible for any loss of value. If you do not obtain proof of postage and we do not receive your items, we will be unable to issue a refund.

Due to the nature of bespoke or personalised items, we cannot refund these items.

**Questions about your order**

We are a small business so please contact us if you have any queries regarding your purchase, or if you are dissatisfied. We like our customers to be happy.