

## Conditions of Use

This page details our terms and conditions when you place an order. You can download a copy of these terms at [www.shelleym.co.uk/conditionsofuse.pdf](http://www.shelleym.co.uk/conditionsofuse.pdf)

To see our general purchasing information and how to place an order, please go to [www.shelleym.co.uk/shippingreturns.pdf](http://www.shelleym.co.uk/shippingreturns.pdf)

### CONTRACT OF SALE:

By completing your purchase with ShelleyM you agree to enter into a contract of sale with us under the terms below. It is our responsibility to supply you with goods that meet your consumer rights. If you have any concerns that we have not met our legal obligations please contact us.

### PAYMENT:

We accept online credit / debit card payment through Paypal using their secure servers. Once you reach their payment page, pressing the "pay" button obliges you to make payment and acts as your agreement to enter into the contract of sale. Please review all your order and shipping details before proceeding to pay.

We also accept credit / debit cards by telephone and process them through Elavon Mobile Merchant Services through their secure servers. If you pay by telephone you will be informed verbally of the costs of goods and shipping costs before the order is processed. You will receive a receipt and these Conditions of Use which will be sent to you with your order.

### DELIVERY:

Despatch is aimed to be within 7 working days of the receipt of payment, but this may be longer at busier times of the trading year. Average turnaround is 24-48 hours. If an item is out of stock, or we anticipate a delay we will email to discuss it with you.

Shipping costs are based on weight and destination. At the checkout you will be shown a summary of shipping costs and the order total before payment is made. You can also look at the shipping costs of items in your cart at any time by going to the 'shopping cart' page and using the 'estimate shipping' button.

Most UK orders arrive within 2-5 days from despatch, but please allow 15 working days. Overseas deliveries usually take up to 10 working days, but please allow 25 working days.

### YOUR RIGHT TO CANCEL:

Please note your right to cancel your contract with us under The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 ("Consumer Protection").

You have the right to cancel the order at any time up to the end of 14 days after you receive the goods. If you wish to cancel the order, you must give notice by letter or email. You must return the goods to us in new and unused condition at your own expense within 14 days of notification to us. You must take reasonable care to ensure that the goods are not damaged in the meantime or in transit. Please obtain a certificate of posting for return of the goods. It is also advisable to obtain adequate insurance to cover the value of the items being returned.

### Unless incorrect or faulty items were sent, the cost of returning goods for refund, are your responsibility.

Refunds will be made within 14 days of receipt of returned items using the same payment method used when originally ordering. You will be reimbursed for the cost of the items returned, including their original outbound shipping charges, excluding any additional shipping upgrades you may have chosen at the time of ordering.

We reserve the right to make appropriate charges if goods returned have been damaged and are not fit for re-sale. (This excludes reasonable handling associated with inspection of the items purchased.)

To cancel your contract with us, please email [shelley@shelleym.co.uk](mailto:shelley@shelleym.co.uk), write to inform us, or you may also print and complete the returns form and send it with your returned items. Returns form can be found at [www.shelleym.co.uk/returnsform.pdf](http://www.shelleym.co.uk/returnsform.pdf)

### ShelleyM:

This online store is owned and maintained by Shelley McLoughlin. If you wish to contact me, please email [shelley@shelleym.co.uk](mailto:shelley@shelleym.co.uk) or write to:

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