

Cancellation, Returns and Refund Policy

Eleanore Ditchburn (eleanoreditchburn.com) operates in accordance with the Consumer Contracts (Information, Cancellation and Additional charges) Regulations (2013), Consumer Rights Directive UK. These regulations apply to items bought online, at a distance, or away from my physical premises.

The regulations vary according to whether the sale is made at a distance or face-to face in a store. I am obliged to provide the following information:

At a distance or face-to-face off-premises:

- a description of the goods or service, including how long the commitment will last on the part of the consumer.
- the total price of the goods or service, or the manner in which the price will be calculated if this can't be determined.
- cost of delivery and details of who pays for the cost of returning items if you have the right to cancel and change your mind.
- details of any right to cancel - the trader also needs to provide, or make available, a standard cancellation form to make cancelling easy (although you aren't under any obligation to use it).
- information about the seller, including their geographical address and phone number
- information on the compatibility of digital content with hardware and other software is also part of the information traders are obliged to provide.
- The customer has the right to cancel a service order
- The customer has the right to cancel an order from the moment you place the order and ends 14 days from the day you receive it.
- The customer has the right to cancel a service from the moment you enter into the contract and lasts 14 days.
- The customer agrees to waive their cancellation rights if they download digital content within the 14 day cancellation period.
- I, Eleanore Ditchburn (eleanoreditchburn.com) am not allowed to charge you for items put in your online shopping basket or that you have bought as a result of a pre-ticked box. Which I would never do.
- I may at my discretion increase the returns or cancellation period and this will be clearly stated on the confirmation documentation for your order.

Delivery of Key Information

I will provide a copy of this document at confirmation of a purchase with Eleanore Ditchburn (eleanoreditchburn.com), **please print a copy of this document for your records.** I am pleased to provide this document via email or post if you wish. Failure to request an additional paper-copy of these terms and conditions within 30 days will be taken as their suitability of their digital format for you, the purchaser as a durable form for reference. You can contact me through contact@eleanoreditchburn.com.

On Premises Sales

I am obliged to provide:

- information about the goods and services being bought, the price, compatibility of digital content and details of any delivery costs.

Cancelling Goods

The customer retains the right to cancel an order for goods which starts the moment you place your order and ends 14 days from the day you receive your goods. If your order consists of multiple goods, the 14 days runs from when you get the last of the batch.

This 14 day period is the time you have to decide whether to cancel, you then have a further 14 days to actually send the goods back.

Your right to a Refund

If you, the customer, have confirmation from myself, Eleanore Ditchburn (eleanoreditchburn.com) I will issue a refund within 14 days of receiving the goods back or valid evidence of having returned the goods, whichever is the sooner. To complete your return we require a receipt or proof of purchase.

I, Eleanore Ditchburn (eleanoreditchburn.com), reserve the right to an appropriate deduction from the refund if the goods have become damaged as a result of the customer handling the goods more than was necessary. The extent of handling is the same as if the customer was in a physical shop.

Refunds Procedure (if applicable)

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund. If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

Late or missing refunds (if applicable)

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at contact@eleanoreditchburn.com.

Sale items (if applicable)

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

Exchanges (if applicable)

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at contact@eleanoreditchburn.com and who will advise on the correct postal address for returns.

Refunding the Cost of Delivery

In the event of a refund, Eleanore Ditchburn (eleanoreditchburn.com) is obliged to refund the basic cost of delivery to the customer and not any enhanced delivery methods.

Gifts

If the item was marked as a gift when purchased and shipped directly to you, you'll receive a gift credit for the value of your return. Once the returned item is received, a gift certificate will be mailed to you.

If the item wasn't marked as a gift when purchased, or the gift giver had the order shipped to themselves to give to you later, we will send a refund to the gift giver and he will find out about your return.

If you are shipping an item over £50, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.

Exemptions

There are some circumstances where the Consumer Contracts Regulations won't give the right to cancel. This includes: Cds, DVDs or software where the customer has broken the seal on the wrapping, perishable items, tailor-made (commissions) or personalised items.

Also included are goods that have been mixed inseparably with other items after delivery. Any item that is returned more than 30 days after delivery

Cancelling Services:

Your right to cancel - You have 14 days from entering into the service contract in which you can cancel it. I, Eleanore Ditchburn (eleanoreditchburn.com), will not provide the service before the 14 day cancellation period has ended, unless the customer requests this.

If the customer requests a service starts straightaway - The customer will still have the right to cancel, but must pay for the value of the service that is provided up to the point that they cancel. Eleanore Ditchburn retains the right to charge for any service provided up to the point of cancellation.

If the service is provided in full within 14 days - The right to cancel may be lost during the cancellation period if the service is provided in full before the 14 days elapses.

Eleanore Ditchburn (eleanoreditchburn.com) reserves the right to extend the cancellation period and this will be stated on the confirmation for the service.

Cancelling Digital Downloads

Eleanore Ditchburn (eleanoreditchburn.com) will not supply digital content within the 14 day cancellation period without agreement to this happening from the customer. The customer must also acknowledge that once the download begins they will lose their right to cancel. If a customer does not give their agreement, they must wait until the cancellation period of 14 days has ended before they can download their digital content. This is to ensure that the digital content is what the customer wants before downloading it.

Pre-ticked boxes:

Eleanore Ditchburn (eleanoreditchburn.com) will never charge for items added onto the customers' basket by means of pre-ticked boxes. The customer retains the right to a refund if this happens (which it will not).

Delivery of Goods

Orders will be fulfilled as agreed at the time of order, which will be not more than 30 days from the order date. The condition of the goods will be Eleanore Ditchburn's (eleanoreditchburn.com) responsibility until the goods are received by the consumer, or by someone else they have nominated to receive them on their behalf (eg a neighbour).

Returning Faulty Goods:

If you receive faulty goods and wish to return them, the Consumer Contracts Regulations are in addition to your other legal rights. The customer retains the rights as described under the Sale of Goods Act as are the same as if they were buying from a store. The customer does not pay for the cost of returning faulty goods.

Excessive Call Charges:

Eleanore Ditchburn (eleanoreditchburn.com) does not use any premium rate phone lines and calls will not be charged at excessive rates.