

Mosaic Workshop Ltd

Terms and Conditions

01/10/2023, Version 1

Our contact details

Name: Victoria Diggle

Address: Orchard Grange, Old Warden, Biggleswade, Bedfordshire, SG18 9HB

Phone Number: +44 (0)7896 322063

E-mail: victoria @mosaicworkshop.com

Order Acceptance:

The acceptance of your order will be deemed binding when payment has been received and accepted by us. The completion of the contract between you and us will be when the order has been dispatched to the address provided by you unless you have cancelled the order in accordance with our Returns Policy. We reserve the right to refuse any order for any reason and any monies paid will be returned to you the customer.

Cancellation Policy:

You must contact us as soon as possible if you wish to cancel an order. Acceptance of order cancellation will be at our discretion only.

Returns Policy:

If you wish to return an item please contact to let us know why and we can sort out a refund or replacement. If the reason for the return is due to poor condition of the goods we will refund your carriage. If the reason for return is due to unsuitability we will not refund your carriage or ours for that item, but will refund the item cost.

Payments:

For online sales payments you will be transferred to the secure payment system at Paypal where you can enter your card details safely. You can use Paypal without having a Paypal account. We do not have access to your card details at any point. You will receive a confirmation email for your records and your goods will be processed and despatched as soon as possible. Please bear in mind that we are closed on Fridays, so orders received late on Thursday or on Friday will not be processed until Monday.