

# Mosaic Workshop Ltd

## Shipping and returns policy

01/10/2023, Version 1

### **Our contact details**

Name: Victoria Diggle

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### **PACKING**

Please note that to save postage costs sheets of tiles will often be cut in half for mailing. If it's important to you to receive your sheets whole, please let me know.

### **SHIPPING**

#### **Delivery area**

We do not currently deliver outside the United Kingdom.

#### **Timing**

Generally, orders are shipped on the working day after the order has been received, but please note that the office is closed on Fridays so orders placed from Thursday afternoon onwards will not be sent until the following Monday. We use the Royal Mail's 'Tracked 24' and 'Tracked 48' delivery services, but please note the 24 and 48 indicate delivery time from despatch, not from placement of order.

#### **Stock availability**

If one or more of your items is out of stock, we will notify you by email or telephone and will either despatch the remainder of your items immediately, with the out-of-stock item to follow or, with your agreement, will hold the whole order until it can be sent out in its entirety. Alternatively, we can give you a refund for the unavailable item or for the entire order.

#### **Your contact details**

If for any reason there is a delay to your order, or if we need to divide your items into more than one shipment, we will e-mail or call you to let you know this. It is therefore important that you to provide a valid e-mail address or/and contact number during the checkout process.

#### **Royal Mail**

We use Royal Mail to deliver most of our parcels, sending items either on their 'Tracked 24' or 'Tracked 48' service, depending on your choice at the checkout. 'Tracked 24' and 'Tracked 48' are the Royal Mail's own names for what are essentially their tracked 1st and 2nd class services; these delivery targets are almost always met but on rare occasions parcels take longer than anticipated. These services are partially tracked, so that you will receive a notification when a delivery attempt has been made, but you cannot follow the progress of your parcel at every stage from despatch to delivery.

#### **Let us know if you have any special instructions**

Please fill in any details in the instructions box which appears during the checkout process. If you request that your parcel be left in an accessible area (eg behind bins) we are not responsible for any loss of your parcel.

**If Royal Mail can't deliver**

Your parcel will be taken back to the Royal Mail Delivery Office and a card notifying you of this and giving you a reference for your parcel will be left at your address. If the card is a yellow one, further delivery attempts will be made. If the card is a red one, you will be invited to book a redelivery or to collect your item. Please allow a few days to go through the re-delivery process before contacting us.

Royal Mail will hold items for 18 days, or 21 days if they're international items. If they're not redelivered or collected in that time, Royal Mail will return the order to us. If an order is returned to us due to an error on your part (failure to take delivery of the order, inaccurate address details etc) we will have to charge you for redelivery. A refund of the item cost minus our shipping costs can be provided as an alternative, but if the error is ours, the item will of course be re-shipped at our cost.

**Other courier services**

If you would like us to use an alternative courier service, please contact us to discuss.

**Unexpected closures**

Mosaic Workshop is run solely by me (Victoria Diggle) and there will very occasionally be days when I am unavoidably away. As far as possible, I will give advance notice of any absences on the home page of the website and in the online shop checkout area.

**RETURNS**

If your items are damaged in any way, please contact us as soon as you can. If appropriate, please email [victoria@diggleddesign.com](mailto:victoria@diggleddesign.com) with any photographs.

If damage has occurred during shipping, we will usually send out a replacement order at our own expense immediately, but circumstances do vary case by case.

If you consider that items are faulty, please also contact us as soon as you can, and email photographs where that is helpful. Please note that items are not considered faulty where they do not suit your style of working. In particular, we cannot accept returns of used tools.

If we have sent you the wrong item, please email us to let us know as soon as you can. We will send out correct items at the earliest possible opportunity via Royal Mail Tracked 24 at our expense and will provide a pre-paid returns label for you to send back unwanted goods.

We will not normally refund you for over-ordered items, but please contact us to discuss this. We will only consider refunding undamaged full sheets of tiles and other products that have not been removed from their packaging.