

Cath Janes

ANATOMICAL EMBROIDERY

Terms and conditions

When you make an order with me you agree to my terms and conditions. Any changes to these T&Cs will be effective from the moment they are published on the site and if you don't accept the T&Cs, completely or partly, then don't make a purchase because we will only fall out if you do. Of course, I reserve the right to change the T&Cs. Also, details on this website are not a binding obligation to sell an item or provide any service to you. In other words, if an item has been mispriced, I'm not obliged to sell it at that price.

Delivery

All orders will be posted to you via Royal Mail, or a courier service will be sent tracked. I'm happy to chat about the best method for you. And remember that all items on this site are stitched from scratch which means there can be a waiting time of up to six weeks (or longer for complex pieces).

Returns

If for any reason you're not satisfied with your purchase, return it within 14 days of receipt for an exchange or full refund (minus the delivery charge). However, the product must be unopened and/ or unused and in a resaleable condition. You'll then be refunded within 28 days. If you do this, please get a certificate of posting from your post office in case the item is lost or damaged in transit. Any refund will be withheld until the product is returned or evidence of this has been provided.

Copyright

All information and images on the website are the copyright of me, Cath Janes. That means said info and images belong to me alone and cannot be used by anyone else without my express consent. However, if you copy information and images for any other use, hell will be duly unleashed. It is illegal to use copyrighted information and images without consent and my wrath in such instances knows no bounds. You have been warned...

Privacy

I'll never disclose personal information to a third party, not least because I hate underhanded dealings as much as you do. Where I do have your personal details, it will only be to provide you with the service you've requested. The information will be stored securely and may consist of your name, address, phone number, delivery address, email address and details of the items you've ordered. I only use this info to ensure the smooth processing and delivery of your order, to contact you if there is a problem with your order or to send you my monthly newsletter if you subscribe to it. Finally, I'll hold your personal information for no longer than necessary but certainly no longer than 6 years after you cease to be a customer or my last communication with you.

Of course, you must holler if you have any questions about this privacy notice or the information I hold about you. Send an email to cath@cathjanes.com and I'll get right back to you once I've stopped panicking, bundled my belongings into a rucksack and skipped the country.

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