

Wagtails Dancewear Terms & Returns Policy

PAYMENT

We use PayPal to process credit and debit card payments, but you don't need a PayPal account. At the PayPal payment page, don't login unless you have a PayPal account, otherwise click the link "Pay with a debit or credit card". PayPal will default to delivery to the cardholders address, but we generally will send to the delivery address you have specified. However, in some cases, the parcel has to be sent to the card holder's registered address (order value dependant).

We are not able to accept payments over the telephone but we can accept payment my Faster Payments or other Bank Transfer. Faster Payments can be made over the counter at your bank if you do not have Internet or telephone banking. Most banks don't charge for this service and money should arrive the same or next working day. Wagtails bank account details are given at the checkout if you select this method of payment. Alternatively, you can pay by postal order or cheque (UK Sterling drawn on a UK bank account) payable to Wagtails Dancewear and sent to 21 Winkfield Row, Horndean, Hampshire PO8 9TL. We will hold goods ordered for 7 days pending receipt of your cheque or postal order. Please note, after banking, it will take a MINIMUM of 7 working days for your cheque to clear before we can despatch your order. Postal Orders are treated as cleared cheques. If you are buying in person, we can only accept payment in cash.

DESPATCH

Most stock orders are despatched on same or next working day from cleared payment if you have chosen a Royal Mail service, except during periods of closure (please check News page). Courier services DO NOT collect from us every day so please allow extra time if you have not chosen Royal Mail. If you are in a hurry, let us know and we will try to help. We e-mail you when your order has been despatched, quoting the tracking barcode number if applicable to your chosen postage method. When ordering, tell us if you want to delay the posting (perhaps you are going to be away). Unless otherwise instructed, we'll post at our next opportunity.

POSTAGE AND OTHER OPTIONS

Postage services and packing costs are expensive so we offer a range of methods for you to receive your order. To avoid P&P costs completely, select "Collect in Person" and contact us to arrange your collection time. Although this is clearly the baseline cheapest service, it won't suit everyone so you can upgrade by choosing from a range of Royal Mail and courier services depending upon the value and weight of your order. You'll see what's available and the prices at the checkout - they are not shown in any particular order. Please bear in mind Postage and Packing charges are for a **separate service** that is completed when your goods are despatched. **Therefore we are NOT able to refund your outbound P&P if you cancel your order once the goods have been posted, nor do we pay the cost of you sending goods back.**

Postage and packing prices are automatically calculated on order value up to £260.00 for most UK destinations. However, if you would like a specific quote for your order, please contact us and we will advise you of the cost, based on the weight of your parcel and the speed of service required. Other options to consider to keep costs down include breaking your order into two, or arranging your own courier to collect by arrangement. We reserve the right to split your order

into more than one parcel or use 2nd class instead of Hermes. P.O. Box addresses are not acceptable as most services require a signature (including Hermes). Saturday is not counted as a working day by Royal Mail Next Day Delivery. Tell us if you have any special instructions regarding delivery as we can add a note to the parcel label.

SHIPPING TO CHANNEL ISLANDS, ISLE OF MAN etc.

If paying by PayPal, please note that PayPal requires the COUNTRY-REGION to be entered as UNITED KINGDOM not JERSEY, GUERNSEY, ISLE OF MAN etc. Jersey, Guernsey, Isle of Man etc, should be entered in the COUNTY field at the checkout. Hermes and some other services do not deliver to the Channel Islands, Isle of Man and some other offshore locations or impose a surcharge. Check your postcode on their websites to see if you are affected.

SHIPPING TO EUROPE

Postage and packing costs will automatically be calculated on orders up to £100. Alternatively you are welcome to e-mail for a specific quote, just be sure to tell us the precise details of everything you'd like to order in one parcel, including the sizes as this affects weight. For orders over £100, please email with full details of your order and we'll come back to you with a price. We use Airmail services, which will require a signature on delivery, hence Royal Mail will not accept P.O. Box addresses. There is a 2kg weight and volumetric size limit for Airmail shipping. Please contact us if you wish to collect in person (our baseline cheapest option) or to arrange your own courier to collect your order.

ORDERS OUTSIDE EUROPE

Postage and packing costs will automatically be calculated on orders up to £60. For orders over £60, please email with full details of your order and we'll come back to you with a price. We use Airmail services, which will require a signature on delivery, hence Royal Mail will not accept P.O. Box addresses. There is a 2kg weight and volumetric size limit for Airmail shipping.

IMPORTANT INFORMATION ABOUT SHIPPING SERVICES

The buyer must bear the cost of any parcels returned to us as undeliverable so please double check your address is complete and accurate when placing orders! Wagtails Dancewear cannot accept responsibility for delivery once the parcel has been posted as it is a separate service beyond our control. In the event that your parcel is lost or damaged in transit, Wagtails will make a claim from the service provider you have chosen (unless you organised your own courier) and once confirmed, will issue a refund to you. Royal Mail does not consider a parcel lost until 15 working days after the due date. Visit www.royalmail.com and www.myhermes.co.uk for full details of your chosen service. Their websites will usually have information about delays, especially during bad weather. Always allow plenty of time for delivery, especially approaching Christmas. **If you decide to return goods because they arrived later than you had hoped, our standard returns policy still applies.**

We reserve the right to cancel an order and issue a prompt full refund if the order cannot be shipped economically due to size, weight or cost limitations or for any other reason at our discretion.

PRICES

Our product and postage prices are correct at time of print but are subject to alteration, without prior notice. Quotes are valid for one week unless otherwise specified.

RETURNS POLICY

FAULTY OR WRONGLY DESPATCHED

It is our responsibility to supply goods that meet your consumer rights and as all goods are inspected as part of our quality control procedure prior to despatch and we are confident that you will be happy with your order and the service you receive. In the unlikely event that we fail to deliver on quality or have sent the wrong goods, we will of course offer a full refund provided the goods are returned unworn and in accordance with our returns procedure. Please inform us within 48 hours of receipt. If it is our error then the refund will include the cost of your return postage by the method we ask you to use when you report the problem.

DECIDING NOT TO KEEP SOMETHING

Occasionally a customer may wish to return something because it isn't a good fit or doesn't suit them. We are always happy to provide additional sizing information or a more detailed description of a garment to help you with your selections to minimise the risk of this. Fabric swatches are also available (send s.a.e).

Under The Consumer Contracts Regulations 2013 all our ready-made goods from our stock are returnable within 14 days of receipt **providing they are returned as per the procedure shown below and are unworn and in the same condition as when received.** This means goods need to be kept clean, free from marks, debris and smells whilst in your care, then returned in appropriate packaging, neatly folded with the tags still in place. To maintain our high standards we have to be absolutely rigid about returns being in perfect condition. It really is common sense; you wouldn't like it if we sent you something covered in cat fur! We only sell new items, not second hand or used so we would have to reject a returned item as outside of your cancellation rights if for example it was soiled or smelled of cigarettes. **If ordering multiple petticoats, returns will only be accepted if no more than one of each type and colour has been opened.** These measures help us maintain high standards and hopefully deter those who merely want to "borrow" clothes.

The Consumer Contracts Regulations give us the right to deduct an amount from the refund to restore something to a saleable unworn condition, e.g. to make modest charge for pressing if something is returned badly creased. However we hope that it won't be necessary providing you take good care of the goods whilst they are your responsibility and re-pack them carefully. **The postage and packing cost (sending the goods to you and you returning them to us) if you decide not to keep something is at your expense.** If you are not happy with this, please do not place an order!

Wagtails Dancewear cannot accept responsibility for delivery once the parcel has been posted as postage is separate service which is beyond our control. **If you decide to return goods because they arrived later than you had hoped our standard returns policy applies so please allow plenty of time.**

If you require clarification on anything, please ask before placing your order.

RETURNS PROCEDURE and CANCELLATION RIGHTS

You have a “right to cancel period” which starts the moment you place your order. For the supply of goods it ends 14 days after receipt of the goods and if you wish to cancel your order or return anything, **you must advise of your intention within this period**. E-mail is quickest but you can fax, post a letter or use the cancellation form at the bottom of this document if you wish. Whilst a telephone call is acceptable, it won't provide you with a written record. Although you have 14 days to return the goods (from the day you inform us that you wish to return goods), the sooner we receive them back, the sooner we can process your refund. **You will have to bear the direct cost of returning the goods to us**. We cannot be held responsible for any goods that may be mislaid or damaged during return so please pack carefully and choose an appropriate method of shipment e.g. recorded or special delivery. If you chose to buy a postal **service**, your right to cancel this **service** ends when the order is posted as that is the point when the cost has been incurred hence **outbound P&P cannot be refunded**.

YOUR RIGHTS REGARDING MADE-TO-ORDER GARMENTS

Clothes made to your size, quantity or colour scheme are excluded from the rights to cancel so cannot be returned. If this applies to your order you will be made aware of this before you confirm your order with payment. As you have 14 days from placing your order in which to cancel your order for made-to-order garments (your “cooling off period”) we will not normally start work on any such order until after 14 days have passed. However, most customers want the goods quicker and ask us to start work as soon as possible. If this is the case and you cancel after work has begun, you will be liable for any work already undertaken. To cancel within your “cooling off” period, you may notify us by the methods described above.

ACCURACY OF SIZES, COLOURS AND OTHER INFORMATION

We take special care to show size guides and other information about our products and such descriptions are given in good faith. However, we are not living in a perfect world and some things do vary. For example, a new roll of fabric may be from a different dye lot or it may shrink by a different percentage. We cannot accept responsibility for such variations but we are always happy to provide specific measurements, information or fabric swatches where appropriate. Please ask before ordering.

OTHER IMPORTANT NOTES

Please note that when buying goods and services on the Internet or over the telephone from us you are entering a legally binding contract. Important terms about payment, despatch and shipping are shown above. These form part of our terms & conditions.

This document is our way of making information available to you prior to any orders being placed. Sorry if it is boring to read but we always aim to make sure everything is perfectly clear so we know where we stand. If you have any queries or have concerns about anything, please contact us before placing an order.

Cancellation form

To Wagtails Dancewear, 21 Winkfield Row, Horndean, Hampshire PO8 9TL. Tel: 023 9259 8337
Email clothes@wagtailsdancewear.co.uk

I hereby give notice that I cancel my contract of sale and wish to return the following goods:

Date ordered

Date received

Name and address of customer

Date

Signature of customer (only if this form is notified on paper)