

Tilly Tea Dance - Shop Policies

Introduction

Thank you for considering purchasing a piece of my textile artwork.

I produce every piece of original artwork with love, care and attention to detail. Each piece of work is unique - no two identical.

Printed items are created in partnership with trusted businesses using high quality materials.

Shipping

The time I need to prepare an order for shipping varies. Shipping timescales vary from item to item (for precise details on estimated shipping times see individual item listings). As a guide, most non-custom items are dispatched within 5 working days of payment.

I normally post items on two days of the week (usually a Wednesday and Saturday).

Please note the shipping timescales when you order your item. If you are ordering an item for a specific date sooner than the estimated shipping date (e.g birthday, Mothers Day) please contact me. I absolutely don't mind making a special trip to the post office provided I know about it! Email me at tillyteadance@hotmail.co.uk

Refunds

If your purchase doesn't meet your needs or you are not completely satisfied with your purchase, you can return it to me for a full refund of the original purchase price (including original shipping charge). Provided the item is returned to me unused and undamaged within 14 days of receipt I will issue a refund without quibble.

My refund policy does not extend to custom-made or personalised items. Refunds on such items will only be issued in the event of a fault.

Copyright

I'm happy for my work to be shared on social media so please feel free to like, share, retweet and pin my work. However, I spend a lot of time creating my designs, so please respect my copyright. Sadly I have suffered several instances of other artists (some more high profile than me) copying my designs. This allows others to profit from my hard work and devalues my own work. Therefore I feel I need to remind visitors that I own the copyright to my designs and I am prepared to take action where copyright infringement is identified.

Maxine Smith 2017