



Terms and Conditions

Thank you for choosing to visit Mark Dally Ceramics on-line shop. The following terms and conditions apply to all orders made through this website's online shop.

Postage and packing is added when you checkout. Postal costs are automatically calculated by the total weight of single or multiple items of your order.

Current charges (updated February 2012)

Weight range (grams)	First Class Recorded	Second Class Recorded
0 - 100g	£2.35	£2.10
101 - 250g	£2.73	£2.49
251 - 500g	£3.25	£2.93
501 - 750g	£3.82	£3.38
751 - 1000g	£4.48	£3.92
1001 - 1250g	£5.67	-
1251 - 1500g	£6.43	-
1501 - 1750g	£7.19	-
1751 - 2000g	£7.95	-
2001 - 4000g	£9.72	-

By placing/completing an order you will be deemed to have accepted these terms.

General Information

All products are subject to availability and we may withdraw products at any time.

We reserve the right to change prices from time to time, but the price quoted when you place your order is the price you will be charged.

Please note that no amendments can be made either to the goods ordered or customer details once an order has been placed.

Once an order has been confirmed we are unable to cancel orders.

Stock availability will be checked once we receive your order; if for any reason an item is not in stock when your order is placed, will inform you prior to processing your order, or refund your purchase for those items which are not in stock.

All sizes and measurements are approximate.

Postage and Packaging is charged at these rates below within the UK for postage rates outside the UK please contact me:-

Royal Mail First Class postage, Recorded (signed for)

Royal Mail Second Class postage, Recorded (signed for)

Returns

If for any reason you are not totally satisfied with your order you may return it to us (unused and in its original packaging, with all relevant documentation) within 28 days of delivery.

Mark Dally Ceramics will refund the value of goods returned (excluding delivery costs) within 28 days of receipt of the return, without further charge to you. We will not refund the costs of returning the goods.

However, should an item be faulty – it will be replaced at no extra charge.
This returns policy does not affect your statutory rights which remain unaffected.

Please note that items returned do not become my responsibility until received at my contact address . I recommend that the goods are returned by a recorded delivery service.

Returns should be sent to:

Mark Dally Ceramics
27 Lichfield Street
Stone Staffs
ST15 8NA

Privacy Policy

Personal details supplied during transactions will be used by Mark Dally Ceramics for the purpose of delivering purchased items.

No personal information supplied by the customer will be shared with any other Individual, website, organisation or company. Customers will be informed from time to time, via a newsletter of special offers and discounts. Customers can unsubscribe at any time.