

WELLY RACK COMPANY

The Laurels, Gwehelog, Usk, NP15 1RD

Tel: 01291 671588

info@wellyrackcompany.co.uk

Website Terms & Conditions

Delivery Policy

We deliver to the address you specify in your order, please ensure this is accurate and be precise about where the goods should be left if you are out when we deliver. Orders, under normal circumstances and within our control will be despatched within 2 weeks. If we think it will take longer, we will email you. All our UK mainland deliveries are made via a courier using a 3-5-day delivery service. Deliveries that are outside UK mainland can be arranged, please contact us for a no-obligation quote. Please note we are mostly able to track the orders with our courier, but cannot be held responsible for their service. Carriage charges are calculated on the weight and dimensions of the consignment. These will be worked out and included in the final summary at checkout. If you have any concerns or issues about your order, please contact us. We will always do our best to help.

Pricing Policy

The price of your order (exclusive of delivery) will be as shown on our website at the time you place your order. However, they may be subject to change. Every effort is made by us to ensure that the prices shown on our website are accurate at the time you place your order. If an error is found, we will inform you as soon as possible and offer you the option of reconfirming your order at the correct price or cancelling your order. If you choose to cancel your order, we will refund or credit you for any sum that has been paid by you or debited to your credit card or PayPal account for the cancelled goods.

Returns

If for any reason you are unhappy with your purchase, please let us know. We ask that you contact us within 7 working days of receipt on 01291 671588 - Monday-Friday 9am-5pm or by email: info@wellyrackcompany.co.uk

All items should be returned within 20 days of receipt in a resalable condition. Made to order and bespoke items may only be returned if they are found to be faulty. Where possible we ask that you return the item(s) with the original packing. With the exception of faulty items or goods damaged in transit, we are not responsible for return postage. Return items to Welly Rack Company, The Laurels, Gwehelog, Usk, NP15 1RD.

Privacy Policy

We respect your privacy and will treat all your personal information as confidential. We promise not to sell, disclose or distribute information about you as an individual other than for the sole interest of administering your order and ensuring we provide the very best service to you. All information is stored on a secure server and we respect the terms of the UK Data Protection Act 1998. We do not store credit card details nor do we share customer details with any 3rd parties.

Payments Policy

PayPal payments for all orders, in stock or made to order, will be processed when you place an order. Payments via PayPal are instant. Payments must be made in full unless stated otherwise. In the case of special orders and

bespoke items, your payment will be processed on ordering, unless an invoice is provided or delayed payment agreed. Once an order has been shipped it cannot be cancelled. If a delivery is refused it will fall under our standard return policy.

Product information

All products are subject to availability and we reserve the right to withdraw products at any time and/or remove or edit content on this website. Product imagery is offered as good representation of the product but, for reasons beyond our control, we cannot be responsible for the colour accurateness of products viewed online or on printed media. As a result of the handmade nature of the products there can be slight differences from the product imagery.

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