

deck finesse

Terms and Conditions

PRICING:

All prices are listed in UK pounds. You will need to provide us with your shipping address for an accurate shipping quote.

PRO-FORMA PURCHASES:

Advanced purchases of goods require upfront payment of shipping and handling charges.

CHANGES TO ORDERS:

Any changes or cancellation to orders must be emailed to sales@deckfinesse.co.uk within 24 hours.

METHOD OF PAYMENT:

Within 24hrs of submitting an order-form you will receive a paypal invoice to the e-mail address that you have provided. If you wish to proceed with your purchase complete payment within 72hrs or your request will expire and you will have to submit a new form. All payments will be invoiced in UK pounds.

DELIVERY & SHIPPING:

Though your shipment will likely go out sooner, please allow up to 1 week for your order to ship. We reserve the right to use our discretion as to the carrier to be used on any shipment. We generally use UPS, Parcelforce or FedEx trackable signed for services.

Recipients of goods are responsible for payment of all import duty and handling fees that may be incurred upon entry to your country.

Tracking information will be forwarded to you upon dispatch.

NATURE OF HANDMADE PRODUCTS:

All of our products are handmade. Due to the nature of our production method, each product may vary slightly.

DAMAGES / DEFECTS:

Please inspect all shipments immediately upon arrival. Please contact us at sales@deckfinesse within 5 days of receipt of damaged or defective shipments. Returned merchandise will be replaced with new merchandise where possible and otherwise refunded. All products and packaging elements must be returned. We will either arrange for collection of damaged goods or refund you the shipping costs.

Returned merchandise will not be accepted if it is held for more than 15 days after receipt. We do not accept returns in the case where customs officials have damaged gift-wrapping but item remains unharmed.

REFUNDS:

Refunds will be credited to your original method of payment. Please allow 14 days from the day the parcel is received for your refund to be processed. We will email you to let you know your return has been received and payment refunded.

Returns will only be accepted with a valid returns authorisation code. You will not be able to get a returns authorisation code if 14 days has passed since you received the items.

EU RIGHT TO RETURN:

In addition to our returns policy customers within the European union have the right to cancel your contract within 14 calendar days from receipt of goods. You will be responsible for the cost of returning a cancelled order. We will refund to you the price paid for the items to the original method of payment. within 14 days of receipt of items. If we do not receive cancelled items we may arrange to collect them from you at your cost.

Contact us: sales@deckfinesse.co.uk