ABOUT US

The Crafts Study Centre is a registered Charitable Incorporated Organisation 1179008. The Crafts Study Centre Shop trades from the Crafts Study Centre, University for the Creative Arts, Falkner Road, Farnham, Surrey GU9 7DX and [www.csc.uca.ac.uk](http://www.csc.uca.ac.uk) where we reserve all rights and copyrights for its content.

SHIPPING

The Crafts Study Centre Shop currently ships within the UK Mainland only as standard. Purchases made from outside the UK Mainland must either be made in person or over the telephone via +44 (0)1252 891450.

Every effort is made to ensure safe and prompt arrival of your purchase. The cost of your item will be automatically calculated when you add the item you wish to purchase to your basket.

RETURNS POLICY

If for any reason you are not happy with your purchase once recieved please contact us within 7 days of recieving the goods. To return any items you must contact us by email [craftscentre@uca.ac.uk](mailto:craftscentre@uca.ac.uk) or via telephone 01252 891450. **Please do not ship any items until you have received a response from us via email confirming your return.**

**Please note:** We will only accept the return of item/s if they are in unused condition, in the original undamaged packaging, or packaging of the same quality and shipped to the Crafts Study Centre Shop at your expense. All parcels are sent back at your own risk and we recommend taking appropriate insurance to cover sending your parcel back to us. We adivse using recorded delivery as the parcel remains your responsibilty until we sign for it. Earrings and some jewellery cannot be returned for hygeine reasons however this does not affect your statutory rights.

Once we have recieved your email, one of our team will be in touch to confirm if you are eligible for a return or exchange. In the case of a refund, the amount owed will be issued to the original source of payment. Refunds will be made within 10 business days from the day we recieve the goods back to us.

**Please note:** For hygeine reasons, earrings cannot be refunded or exchanged unless faulty and by prior agreement (see above). Items such as bespoke orders or editions or where an item has been made to your speficiations are not eligible for return or exchange unless faulty.

Your Statutory Rights under the Consumer Rights Act 2015 are protected.

PURCHASING

All products remain the property of the Crafts Study Centre until payment is recieved for both product and postage. The price applicable is that set at the date on which you place your order.

We accept all major credit and debit cards (Visa, Mastercard & American Express) through Stripe, a secure payment system. All payments are secrure through Stripe and we do not store any sensitive payment information.

We reserve the right to change pricing at anytime with out notice. In the unlikely event that a product that you have purchased has sold out, a full refund will be given or an exchange suggested.

Work on sale at the Crafts Study Centre is handmade by talented crafts people and artists. This means that if we sell out of an item you would like to purchase, there may be a wait of up to 8 weeks for new work to be sent. However we do endeavor to have a constant supply of independently made goods available for purchase.

We only sell products that we believe to be the highest quality by our talented artists. Due to the handmade nature of the products on sale, there is often slight variations in each product and often the photographs on our website are an indication of the product on sale, not the actual product. This will be indicated on the particualr items description.

We try to make sure the colours of our products are displayed accurately on the site, however the actual colours that you see on your computer or device may vary depending on the monitor you use. If you are unsure, please speak to a member of our team.