

## The Craft Teacher - Terms & Conditions

### Ordering and Payment

**1.1** Orders can be placed on the telephone, mail or through our website.

**1.2** Goods will not be despatched until paid for in full. Cheques must be made payable to The Craft Teacher and orders will not be sent until cheques are cleared. For the quickest ordering service please use our on-line facility.

**1.3** Snail mail orders will be charged at postal cost only. Manuals carry additional insurance. The Facilitator manual total carriage is currently £8.00. Purchasers will be advised of additional postal costs. Those placing orders from overseas are advised to confirm postal arrangements where these are unclear.

**1.4** All prices are displayed inclusive of VAT. Invoice/Delivery details will be sent with each snail mail order. Online purchasers will receive immediate notification of purchase and payment details.

**1.5** All prices shown are valid at the time of placing the order. We reserve the right to alter prices if the required delivery date is beyond 10 working days of placing order.

### Deliveries and Dispatch

**2.1** It is expected that all orders, unless you wish otherwise, will be despatched within 4 working days. You will be advised of any changes in delivery arrangements on receipt of your order. International postage/delivery times are outside our control.

**2.2** Damages and shortages must be reported within 24 hours of receiving the order.

**2.3** If you do not receive your order within 10 working days of placing your order, or you have not received it by an agreed date please contact us.