

**This page details our legal terms and conditions when you place an order. You may save or print this page for your own records.**

**For general info about placing an order, see our [Ordering Information page](#).**

## **Contract of Sale**

By completing your purchase with EJR Beads you agree to enter into a contract of sale with us under the terms below. It is our legal responsibility to provide the goods and services agreed in conformity with this contract and as per your legal rights under the Consumer Protection Regulations 2013.

## **Payment**

We accept online credit / debit card payment via Paypal's secure servers. Once you reach their payment page, pressing the "pay" button will oblige you to make payment and acts as your agreement to enter into the contract of sale.

Please review all your details and order total thoroughly before proceeding to pay.

## **Delivery**

Orders will be despatched same day if ordered before 11 am GMT, or next working day if ordered after this time. In the rare event that an item is out of stock or a delay anticipated we will email to discuss with you.

Shipping costs are based upon order weight and destination. When checking out, you will be shown a summary of shipping costs and order total before making your payment. (You can also check shipping costs at any time whilst shopping by visiting the "shopping cart" page and using the "estimate shipping" feature. This will show exact shipping costs for any items resting in your cart at that time.)

Delivery times vary – UK deliveries arrive on average in 2-5 working days, but please allow 15 working days. Overseas deliveries average 10 working days, but please allow 25 working days.

## **Your Right to Cancel – Physical Goods**

You have an automatic right to cancel this contract of sale within 14 days of receipt of goods and must inform us within that time frame, either in writing or by email, if you wish to do so. You must also return the goods to us within 14 days of cancelling your order. **Items returned for refund are to be sent at your expense** unless incorrect or faulty items were sent. Please obtain a proof of posting and adequate insurance to cover the value of items being returned.

Refunds will be made promptly upon receipt of returned items within 14 days, using the same payment method used when originally ordering. You will be reimbursed for the cost of the items returned, including their original associated outbound shipping charges, excluding any supplementary shipping upgrades you may have chosen at the time of ordering.

We reserve the right to make appropriate charges if goods returned have been damaged and are not fit for re-sale. (This excludes reasonable handling associated with inspection of the items purchased.)

To cancel your contract with us, please email [eralph@ejrbeads.co.uk](mailto:eralph@ejrbeads.co.uk) stating your desire to do so or print and complete the returns form and send it with your returned items.

[www.ejrbeads.co.uk/returnsform.pdf](http://www.ejrbeads.co.uk/returnsform.pdf)

Returns address: EJR Beads, 2 Coniston Close, Felpham, West Sussex, PO22 8ND, United Kingdom

### **Your Right to Cancel – Downloadable / Digital Products**

Your right to cancel a sale for downloadable or digital products (such as e-book tutorials) ends at your request when you initiate the download process. By physically starting the download process of the digital product, you agree that you are ending your cooling off period and waiving any future right to cancel the sale. If you have any queries about your digital purchase, please contact us before pressing "download".

### **About EJR Beads**

This online store is owned and maintained by Emma Ralph, bead artist and proprietor of EJR Beads. If you wish to contact me, please use the Contact Us page or email me via my website [www.ejrbeads.co.uk](http://www.ejrbeads.co.uk)

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Please note that EJR Beads is purely a mail order company. I am not able to accept visitors in person. Thank you for visiting! Please come back soon!