



## • Ordering

### • How to order

Orders may be placed by post, telephone, fax, email or online via our website.

**By post:** DT Craft & Design  
7 Fonthill Grove  
Sale  
Cheshire  
M33 4FR

*(personal callers by appointment only please)*

**Tel / fax:** 0161 718 3818  
**Email:** info@dtcrafts.co.uk  
**Website:** www.dtcrafts.co.uk

### • UK mainland postage & packing charges

To cover postage and packing charges please add:

For orders up to £19.99 • **£2.75**  
For orders £20.00-£49.99 • **£4.25**  
For orders £50.00-£100.00 • **£5.25**  
Orders over £100 • **postage free**

### • For delivery outside UK mainland

Please contact us and we will quote you a price for shipping to your country.

## • Terms and conditions

### • Delivery

Where an item is in stock we aim to despatch orders the following working day. However, please allow 10 working days for your goods to arrive as occasionally, due to circumstances beyond our control, this is not always possible. Please provide a contact telephone number so we can advise you if an item is out of stock.

Should you require an order urgently, please let us know at the time of ordering. Subject to stock availability, next day delivery is usually available subject to an extra charge – please enquire for details.

### • Returns

You may cancel your order in accordance with the Distance Selling Regulations. To cancel, please contact us in writing by post, fax or email within 7 days of receiving your order. Please note that you are responsible for the costs of postage and packing to return the goods.

Goods should be returned together with the original receipt or proof of purchase. Goods should be unused and in their original packaging. We recommend you obtain proof of posting, particularly for high value items. This does not affect your statutory rights.

We aim to supply only the highest quality goods however should an item arrive damaged or faulty please return to us for a replacement or refund.

### • How to pay

We accept all major credit/debit cards: Visa, MasterCard, Switch, Maestro, American Express, Solo, Visa Delta, Visa Electron.

When ordering by post or fax you may provide your credit/debit card details separately by telephone if you prefer. Please supply a contact telephone number so we can contact you to take payment.

Cheques should be made payable to “DT Craft & Design”. Please write your name and address, cheque guarantee card number, and expiry date on the reverse of the cheque.

Payment for online orders may be made with a credit / debit card or by PayPal.

### • Prices

Our goods are priced in pounds sterling and are correct at the time of printing.

Orders from outside the UK may be made using a credit card or PayPal (online orders only). For credit card orders, the price in pounds sterling will be converted into your local currency based on the exchange rate determined by your card issuer.

### • Product descriptions

We reproduce colours and illustrations as accurately as we can. However, variations do occur due to the limitations of technology. Dyes, beads, ribbons and yarns vary slightly from batch to batch so we strongly recommend you order enough to complete your project. Occasionally we do need to substitute items with a product of an equivalent type and quality. Please advise if you do not want a substituted product.

### • Data protection

We do not sell or share your details with other companies. We may contact you from time to time with details of our own special offers, new products etc. that we think may be of interest to you but do please let us know if you do not wish to be contacted by us.

### • Visits to guilds, clubs or schools etc.

If you would like us to visit your guild, club etc. please contact us for details.

## DT Craft & Design

Prop: Debbie Tomkies Peter Tomkies

7 Fonthill Grove, Sale, Cheshire, M33 4FR

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Web: www.dtcrafts.co.uk