

Terms & Conditions

About us

The team of staff at Giclee Petit Ltd T/a Wyestitch are dedicated to providing you with an excellent service. If you have any suggestions or comments or if you need to contact us, please do so using the contact details below.

Registered office at 2 Acacia Close, Hereford, Hr2 6bp

Tel: 0044 (0)7851987518

Email Enquiries: info@wyestitch.co.uk

Company Registration Number: 11758433

The Website, Giclee Petit Ltd T/a Wyestitch and You

This website, found under the www.wyestitch.co.uk URL, is owned and operated by Giclee Petit Ltd T/a Wyestitch ("Wyestitch") and references to "we", "us" and "our" shall be deemed to be references to Giclee Petit Ltd T/a Wyestitch. References to "you", and "your" shall be deemed to be references to person placing an order via this website.

Copyrights and Ownership

This website and its contents are owned by Giclee Petit Ltd T/a Wyestitch. Any use of the website or its contents including copying and storing images without prior permission for commercial purposes is prohibited. You may not modify, delete, distribute or post anything on this website for any purpose.

Placing an Order

By placing an order with us you will be deemed to have read, understood and agreed to these Terms and Conditions. If you are unhappy with any aspect of these terms, then you should contact us prior to placing an order using the contact details given above. By placing an order via this website, you are making an offer to Giclee Petit Ltd T/a Wyestitch to purchase the goods detailed in your order upon the terms described in your order.

Prices and availability of goods are subject to change without notice. A delivery charge will be added to your order value where appropriate, please see the delivery times and charges.

Payment

Payments for orders through the website can be made using PayPal, Apple Pay, Visa, Mastercard, Delta, Visa Electron, Amex. Payment will be debited from your account immediately by Stripe on placing the order.

Once you have placed an order you will receive a confirmation from Stripe that your payment has been received but this is not a confirmation that your offer to purchase the goods has been accepted. A contract between you and Giclee Petit Ltd T/a Wyestitch for the sale of our products will only exist once an order has been accepted, processed and despatched to you. This does not affect your statutory rights.

All prices quoted on this website are accurate at the time of publication and are quoted in pounds sterling (£) and where appropriate are inclusive of UK sales tax (VAT) at the current rate if applicable. The current rate of VAT is 20%. If your order is being despatched to a destination outside the European Union (EU) then your sales tax will be zero. If your order is being sent to a member state of the EU then the selling price will include VAT at the current rate. Any customs or import duties levied once the package reaches your destination country will be your responsibility as we have no control over these charges and cannot predict them.

Seasonal Offers

From time to time we may advertise special promotional offers and discounts. These will only be valid while advertised on our website and we retain the right to change or end these offers without further notice. Offers are applicable on selected items only and cannot be used in conjunction with any other offer or discounts.

Free UK Delivery on Orders Over £50.00

Promotion is valid on all items and is limited to standard UK delivery charges.

Delivery

Please see our [delivery page](#) for the latest charges

Please be aware that for international deliveries, local import duties may apply.

International orders do not include the cushion inserts.

Stock permitting, we normally despatch your order within 3 - 5 working days of being accepted. If an item is temporarily out of stock, we will notify you of the delay and despatch it as soon as it arrives. Alternatively, you may wish to choose a different item or request a refund.

Our aim is to deliver all orders within the specified times once receipt of payment has been confirmed. All deliveries are subject to stock availability and quality checks.

Whilst we will make every effort to deliver within the time stated on our website, we will not be liable for any loss caused to you by late delivery or for late deliveries as a result of Carrier actions which are beyond our control. Please contact us at info@wyestitch.co.uk as soon as possible if you do not receive your goods within a reasonable time. We will endeavour to get your goods to you as soon as possible or you may cancel your order. You will be refunded once the goods have been returned to us in good order or classified as lost by the Carrier company.

We will attempt to deliver your order to the delivery address stated on your order form. If products are returned to us as undeliverable either because of an incorrect address or because of customer failure to contact the courier company or collect the goods from the depot where requested, we shall refund the price of the products less delivery costs incurred by us in sending out the goods plus any additional costs charged to us by the courier company for returning the goods to us.

If the products we deliver to you are damaged or we have sent you the incorrect goods or quantity, please contact us within seven (7) days of delivery at info@wyestitch.co.uk

Please do not sign for any packages that are damaged or opened.

Lost Items

Undelivered items are not classified as 'lost' by Royal Mail until 10 working days for Special Delivery™ Next Day, or 15 working days for other services, has elapsed from the due date of delivery.

Your Right to Cancel

You may cancel your order (once accepted by us) for any reason up to the point of despatch. If you do cancel the contract within this time any payments made by you will be refunded in full within 30 days.

Returns Policy

If you are not entirely satisfied with the products that you have chosen you may return them to us within 14 days of receipt under the EU Distance Selling Directive. We will be happy to offer you an exchange or, if you wish, a refund provided that the products are returned complete and in the same condition as it was despatched.

Making Returns

For all returns, except where the item is faulty, you will be required to arrange and pay for the return of the products to us. If you prefer, we will arrange to collect the products from you (UK only) but the cost of this will be charged to you at the cost of £10 and may be deducted from any refund to you. We will only refund the costs of postage where the item returned is faulty.

When returning any products to us, please ensure that you enclose full details of your name and address, reason for return and the Sales Order number which can be found on your delivery note (supplied with your order) and clearly mark whether you would like a refund or exchange. Pack the items back in the parcel and send it to:

Returns Department, Wyestitch, 2 Acacia close, Hereford, Hr2 6bp

When returning items you are strongly recommended to obtain proof of posting. We cannot accept responsibility for goods lost or damaged in transit so relevant insurance should be taken out to cover their value.

Conformity of Goods

We take every care to ensure that the description and specification of our products are correct at the time of going to press. However, specifications and descriptions of products on this website are not intended to be binding and are intended only to give a general description of the products.

Due to the individually handmade nature of most of our products, each item is unique in finish and therefore quantities purchased together may not match exactly.

Furthermore, while the colour reproduction of the products is a close representation, we cannot accept any responsibility for any variation in colour caused by the browser software or computer system used by you.

Law and Territory

These Terms and Conditions and your use of our website are governed by English law and you agree to submit to the non-exclusive jurisdiction of the English court. This does not affect your non-excludable statutory rights.

Delivery

- The delivery period stated within which you will receive your order is approximate. Goods will be sent to the address given by you in your order. If you are ordering more than one item, your goods may be sent to you in instalments if certain items are out of stock.
- If your delivery address is outside of the UK, you may have to pay import duties and taxes, which are levied once a shipment reaches your country. You must meet any additional charges for customs clearance. Please note, customs policies vary widely from country to country. We recommend you contact your local customs office for further information.
- Please note international shipments may be subject to cross-border inspections by customs authorities.