

trade orders - terms and conditions

By placing an order you agree to be bound by the terms and conditions set out below. Before you place an order, if you have any queries regarding the product, delivery or these terms and conditions please contact us by e-mail, or call us on 0207 639 7414 between 9am-5pm, Monday - Friday.

Delivery

Goods will be dispatched within 3 working days of the payment being cleared unless otherwise arranged with **Cloud Cuckoo Designs**. If an item is momentarily out of stock and delivery times a little longer we will inform you via e-mail. Delivery charges will be applied dependent on the size of order (and destination if outside the u.k.)

Payment

Full payment should be made **within 28 days** of the invoice date. New customers may be sent a proforma invoice on their first order. Payment should be made by cheque to: **Cloud Cuckoo Designs Ltd** or by direct bank transfer (**Lloyds TSB, sort code: 30-90-76, account number: 2965865**).

Return Policy

Please contact us first before returning any goods. If an item you have received is damaged or defective please inform us within 48 hrs of delivery to arrange for a replacement to be sent. We reserve the right to request that faulty items are returned to us before we issue an exchange or a refund. Please ask for proof of postage from the post office for your returned item as we cannot be held responsible for anything that gets lost or damaged in transit. Delivery charge and returned postage will only be refunded if the item is faulty. At our discretion, we may accept the return of non-faulty goods if you are not happy with the product, but we will only reimburse you for the cost of the product (not delivery costs). Please ensure that these are returned unused and in their original condition (including the packaging). If we find that the product has not been returned to us in fully resaleable condition, we reserve the right to refuse a refund on the item.

Please send all returns to: **Cloud Cuckoo Designs Ltd**, 65 Ondine Road, London SE15 4EA

Products we are unable to refund or exchange

We are unable to offer a refund or exchange on personalised, made to measure and bespoke products unless they are faulty.