Terms and Conditions:

# It may be dull but it is important:

We simply want to do the right thing by our customers and supporters, build new friendships and nurture old ones. In the unlikely event you are not happy we will do all we can to resolve matters to the satisfaction of all parties concerned with the support of, but not hiding behind the legal stuff.

Website:

Using the website [www.essjaytextileart.com](http://www.essjaytextileart.com) you are agreeing to the terms and conditions, by agreeing to the terms and conditions you are agreeing to be contacted Details of how we use your information can be found in the privacy policy. If you do not agree to these then you may not wish to use the website.

Privacy

We will not sell or rent your personal details to any third party for their own marketing purposes. We will ask you for some personal details to help us build a happy relationship and a more bespoke browsing experience for you. We also collect information using cookies, small bits of code placed on your computer by websites. Please read the privacy policy on the home page for full details.

Pricing:

All prices stated on the website are in GBP and include VAT when and where applicable. Delivery charges are applied at the check out. A full guide on delivery charges can be found on the home page and when your in the cart.

Payment:

Theis website is provided by Wix.com. All direct payment gateways offered by Wix.com and used by our company adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of credit card information by our store and its service providers.

Please see our privacy policy for details on the storage of payment details.

Orders will only be despatched when full payment is received

Representation:

Every effort is made to represent products and artwork as accurately and true to life as possible including colour, size and description. There are times when the product may vary slightly from the image shown, in particular the exact representation of colours. If you are in any doubt please contact us for more information

Returns and refunds:

Sometimes things don’t go to plan and my customers enjoyment of my work is paramount so you have the right to change your mind. Please see the delivery and returns section on the home page of the website for details you will find useful.