We aim to send your order quickly, correctly and in tip top condition for you to enjoy.

Please check out the details below and if you have any further queries please email info@essjaytextileart.com

**Delivery:**

In most cases we aim to have your order with you within 2 -5 working days. If you require your order urgently please email info@essjaytextileart.com

Delivery charges are based on weight and size (as below) and are calculated at the checkout.

0.00 - 0.25 kg £1.50

0.25 - 0.50 kg £2.00

0.50 – 1.00 kg £2.70

1.0 kg and above £12.50

Dry mounted artworks £ 12.50

Framed Originals £ POA

Commissions £ POA

Unless otherwise stated delivery is first class Royal Mail and not a tracked service (unless a framed / dry mounted original) however proof of posting will be obtained and retained for all orders.

Delivery charges of original framed / dry mounted artworks do include a tracked service

Wherever possible, packaging will consider the environment in both its type and amount. Please ensure all recyclable packaging is recycled your end on receipt of your order.

Currently orders can only be shipped to the UK including the Highlands and Islands, Scilly Isles and the Isle of Man. We are working on how we offer international delivery safely and price fairly.

**Order not arrived?**

Deliveries do occasionally go wrong, if you have not received your order within 5 working days from the date of order please contact us and we will investigate with speed and concern.

**Returns:**

It is massively important to us that you are pleased with your purchase so if you are not happy in anyway please email me [info@essjaytextileart.com](mailto:info@essjaytextileart.com) within 7 days of receiving your order and together we will find a resolution.

Returns must be made within 14 days of receipt and arrive back to the studio in their original state. We reserve the right to refuse a refund for goods that arrive in a condition not suitable for resale.

Returns will only be accepted for orders placed through the website [www.essjaytextileart.com](http://www.essjaytextileart.com)

Returns should be sent to: Essjay Textile Art, Shula, Peter Tavy, Devon, PL19 9NN

A proof of posting should be obtained and kept for all returns made.

**Refunds:**

Refunds will be made using the original payment method.

**Damaged item(s):**

If your items(s) arrive damaged, please do not open the package but photograph the damaged package and notify us as soon as possible and no longer than 5 days from receipt at [info@essjaytextileart.com](mailto:info@essjaytextileart.com). We will then guide you through the process of offering a replacement.

Items(s) returned to us and damaged in transit due to being insufficiently packaged for the return may not be refunded.

**Incorrect items(s):**

If the incorrect item(s) are sent, a full refund for the original order value plus return postage costs (proof of posting is requested) will be given within 14 days of the receipt of the goods into the studio. All items must arrive back in the studio in their original unused, re sellable condition. On receipt of the incorrect items an exchange or refund will be given.

**Changed your mind?**

If you change your mind and want to return an item you have ordered please email [info@essjaytextileart.com](mailto:info@essjaytextileart.com) within 7 days. All items must arrive back in the studio within 14 days of receipt of their goods in their original unused, undamaged re sellable condition before a refund or exchange will be given. Delivery charges will not be refunded where the customer has changed their mind.

**Commissions:**

All bespoke commissions will be sent to the customer using a tracked delivery service. The cost will be discussed as part of the commissioning process.

Commissions and customised works are non- returnable or refundable