

## Terms and Conditions

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## Buying Goods from this Website

This site is governed by distance and online selling regulations applicable in the UK. Ooak Gifts is not currently required to be VAT registered.

### Returns and Exchanges

All goods are sent by tracked delivery and will be dispatched within 7 working days of receipt of order. If, for any reason there is likely to be a delay the customer will be informed and given the option to cancel the order.

If goods are to be sent to destinations outside the UK, Ooak Gifts cannot be responsible for delays due to Customs and Import controls at their destination.

Ooak Gifts is not responsible for any customs fees or import duties that may be payable at destination.

Returns, with the exception of personalised goods, are accepted for all online sales provided Ooak Gifts is informed of this by email within 14 days of receipt of goods.

Returned goods must be received in original condition for refund.

A tracked system must be used to ensure safe return of goods as proof of posting is not proof of delivery.

Return delivery costs are only paid if goods were found to be faulty.

In the case of personalised items, these may be returned for a refund if found to be faulty. Items regarded as 'personalised' are identified as such on the sales pages.

## Delivery Costs

All items are sent by tracked delivery.

To simplify matters Oak Gifts uses flat rate postage rates as follows:

Within the UK £2.75 per order. Orders £60 and over are postage FREE

Within the EU £8 per order. Orders £75 and over are postage FREE

To the rest of the world the charge is £11 per order. Orders £100 and over are postage FREE

Please be aware that non-UK purchasers are responsible for the payment of any tax and duties imposed in their country.