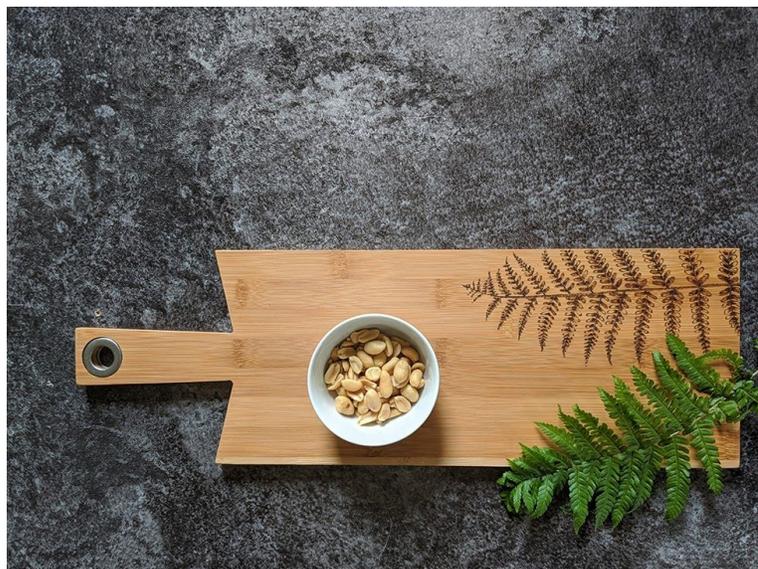


NEW EMBER POLICIES



Shipping Policy

All designs are burnt by hand on to the products. Some products are made to order.

Items are produced within 1-3 working days and dispatched between 1-2 days working days, if not sooner, of placing the order. If it is a customised or branding order I will inform you of delivery time, if different to ensure you are happy with the turnaround time.

Free shipping over £100.

Any time or date stated for delivery is an estimate due to Royal Mail or the chosen courier.

If you require an item urgently for a special event or date please contact me and I will try my best to accommodate your requirements.

Gift wrap service is available on listings otherwise clean recycled packing is used where possible. Orders are sent via Royal Mail unless otherwise stated. Free delivery on orders over £100 within the UK.

Return & Exchange Policy

If for any reason you are not happy with your purchase simply return the goods, unused, in their original packaging. Please inform me of your intention to return the in writing by email at newemberdesigns@gmail.com. My address is Heather Cottage, Blackawton, Totnes, TQ9 7AE.

All goods must be returned within 14 days of delivery to receive an exchange or refund. Orders placed in December will have an extended refund period which runs until Jan 7th.

Any goods that have been specially commissioned, personalised or customised to order cannot be returned.

You are responsible for the arranging and paying for the goods to be returned using a delivery service which ensures the item can be tracked and insured during transit.

Refunds will be made using the same method as the original payment within 7 days of receiving the returned item.

Faulty Items :

The product is made with love, care and attention and checked prior to sending. However in the rare event it is faulty please get in contact via email within 14 days and I will offer you a refund, exchange or replacement reimbursing any return postage costs incurred.

Privacy Policy

Please see The British Craft House link [here](#) .