



CONSUMER TERMS & CONDITIONS

Please read the following important “Terms and Conditions” before placing an order for goods with Crafty Mouse Interiors Limited

This “Contract” sets out:

- your legal rights and responsibilities;
- our legal rights and responsibilities; and
- certain key information required by law.

In this Contract:

- ‘We’, ‘us’ or ‘our’ means Crafty Mouse Interiors Limited; and
- ‘You’ or ‘your’ means the person buying goods from us.

If you don’t understand any of this Contract and want to talk to us about it, please contact us by:

- email at hello@craftymouseinteriors.com (we respond to emails Monday to Friday, 9am to 5pm); or
- telephone on 01943 512 025 (we answer calls Monday to Friday, 9am to 5pm). We reserve the right to record calls for quality and training purposes.

Who are we?

We are Crafty Mouse Interiors Limited, a company registered in England and Wales with company number 10960363. Our registered office is at PO BOX, 355 Hanover Way, Ilkley, West Yorkshire, United Kingdom, LS29 1HJ.

1 Introduction

- 1.1 If you buy goods from us you agree to be legally bound by this Contract. The order you place with us constitutes an offer to purchase goods in accordance with this Contract.

- 1.2 These Terms and Conditions only apply to supplies that we make to consumers (meaning someone who is purchasing the goods for personal use and not in connection with their business, trade or profession). For clarity, these Terms and Conditions do not apply to business customers.
- 1.3 This Contract is available only in the English language; which is the language that shall be controlling this Contract in all respects. Any translation into other languages shall be for guidance purposes only and shall be of no force or effect in the interpretation of the Contract or in a determination of the intent of either party.
- 1.4 We may, from time to time, update these Terms and Conditions. However, the version made available to you when you place your order will govern the Contract between you and us (see clause 2 below).
- 1.5 When you place an order, we will require your name, email address, credit/debit card, phone and address details. This information is required in order to process your request or inform you of acceptance of the order. A contact phone number is needed so we can get in touch if there is a problem with your order. We may, unless you inform us otherwise, provide our couriers with your contact phone number in case they need to reach you to arrange the delivery of your order.
- 1.6 We will use the personal information that you provide to us only in accordance with our Privacy Policy [available here](#).

2 Ordering goods from us

- 2.1 A legally binding Contract is created between yourself and Crafty Mouse Interiors Limited and is set out as follows in this clause 2.
- 2.2 When placing an order with us, please read and check your order carefully before submitting it. You are responsible for ensuring that the terms of the order are correct.
- 2.3 Upon placing your order, we will acknowledge it by email. For clarity, such an acknowledgement does not mean that your order has been accepted.
- 2.4 We may contact you to say that we do not accept your order. This is typically for the following reasons:
- 2.4.1 the goods are unavailable;
 - 2.4.2 we cannot authorise your payment;
 - 2.4.3 we cannot deliver the goods to the location you have requested (see clause 6.1);

- 2.4.4 you are not allowed to buy the goods from us;
 - 2.4.5 we are not allowed to sell the goods to you;
 - 2.4.6 you have ordered too many goods; or
 - 2.4.7 there has been a mistake on the pricing or description of the goods.
- 2.5 We will only accept your order when we email you to confirm this (Confirmation Email). At this point:
- 2.5.1 a legally binding agreement will be in place between you and us; and
 - 2.5.2 we will dispatch the goods to you.
- 2.6 If you are under the age of 18 you are not permitted to buy goods from us.

3 Prices and payment

- 3.1 All prices are inclusive of VAT and unless expressly stated otherwise are exclusive of delivery charges.
- 3.2 Prices for our products may change from time to time but such changes will not affect such order which we have confirmed by way of sending a Confirmation Email pursuant to clause 2.5.
- 3.3 We reserve the right to charge interest on a daily basis on outstanding sums at the rate of 5% per annum above the base rate of the Bank of England as published from time to time.
- 3.4 We accept payment by the following credit cards, debit cards and payment service providers: Visa, Mastercard, PayPal, Apple Pay, Amazon Pay and Shopify. We do not accept payment by cash or cheque under any circumstances.
- 3.5 We will do all that we reasonably can to ensure that all of the information you give us when paying for the goods is secure by using an encrypted secure payment mechanism. However, in the absence of negligence on our part we will not be legally responsible to you for any loss that you may suffer if a third party gains unauthorised access to any information that you give us.
- 3.6 Your credit card or debit card or account will be charged when the goods are ordered. If payment is not provided in full, your goods will not be despatched and you will be informed.
- 3.7 All payments by credit card or debit card or payment service provider need to be authorised by the relevant card issuer or payment service provider.

3.8 Nothing in this clause affects your legal rights to cancel the Contract during the ‘cooling off’ period under clauses 4 and 5.

3.9 The price of the goods:

3.9.1 is in pounds sterling (£)(GBP);

3.9.2 includes VAT at the applicable rate; and

3.9.3 does not include the cost of delivering the goods (delivery options and costs are explained on our website at the point of order or - for non-UK mainland deliveries - by contacting us before you place your order).

4 Your right to cancel this Contract

4.1 If you decide during the relevant time periods (as detailed in Table 1 below) that you do not wish to keep a product, you can notify us of your decision and receive a refund.

4.2 Your legal right to cancel the Contract starts from the date of the Confirmation Email, which is when the Contract between us is formed. Your deadline for cancelling the Contract then depends on what you have ordered and how it is delivered, as set out in Table 1 below:

Table 1 – A summary of the relevant time period for returning products	
Your Contract	End of the Cancellation Period
<i>Your Contract is for a single product (which is not delivered in instalments on set days).</i>	<i>The end date is the end of 14 days after the day on which you receive the product e.g. if we provide you with a Confirmation Email on 1 January and you receive the product on 10 January you may cancel at any time between 1 January and the end of the day on 24 January.</i>
<i>Your Contract is for either of the following: (1) One product which is delivered in instalments on separate days. (2) Multiple products which are delivered on</i>	<i>The end date is 14 days after the date on which you receive: (1) the final instalment of the product; or (2) the last of the separate products</i>

<p><i>separate days.</i></p>	<p><i>ordered.</i></p> <p><i>e.g. if we were to provide you with an order confirmation on 1 January and you receive the first instalment or first of your separate products on 10 January and the last instalment or last separate product on 15 January, you may cancel in respect of all instalments and any or all of the separate products at any time between 1 January and the end of the day on 29 January.</i></p>
<p><i>Your Contract is for the regular delivery of a product over a set period.</i></p>	<p><i>The end date is 14 days after the day on which you receive the first of every other product.</i></p> <p><i>e.g. if we provide you with an order confirmation on 1 January in respect of products to be delivered at regular intervals over a year and you receive the first delivery of your product on 10 January you may cancel at any time between 1 January and the end of the day on 24 January. 24 January is the last day of the cancellation period in respect of all products to arrive during the year.</i></p>

4.3 You have the right to cancel this Contract within 14 days, without giving any reason, except where the goods you have ordered from us are of the following type:

- 4.3.1 bespoke or customised goods;
- 4.3.2 goods that are liable to deteriorate or expire rapidly;
- 4.3.3 goods sealed for health protection or hygiene purposes, once these have been unsealed after you receive them; and
- 4.3.4 any goods which become mixed inseparably with other items after their delivery.

4.4 The cancellation period will expire after 14 days after the day you (or someone you nominate) receives the goods.

5. Effects of your cancellation

5.1 If you cancel this Contract, we will reimburse to you all payments received from you, including the costs of delivery (except for the supplementary costs arising if you chose a type of delivery other than the least expensive type of standard delivery offered by us).

5.2 We may make a deduction from the reimbursement for loss in value of any goods supplied. We will only do this if the loss in value is the result of handling of the goods where that handling was (in our reasonable opinion) more than was necessary to establish the nature, characteristics and functioning of the goods. If we refund you the price paid before we are able to inspect the goods, and later discover you have handled them unnecessarily in a way that has devalued the goods, you must pay us an appropriate amount.

5.3 To exercise the right to cancel, you must inform us of your decision to cancel this Contract by a clear statement (e.g. a letter sent by post or email). You can use the model cancellation form set out in the box below, but it is not obligatory.

Cancellation form

To [] Limited, [address] (email: []):

I/We [*] hereby give notice that I/We [*] cancel my/our [*] Contract of sale of the following goods
[*]/the supply of the following service [*],

Ordered on [*/received on [*],

Name of consumer(s),

Address of consumer(s),

Signature of consumer(s) (only if this form is notified on paper),

Date

[*] Delete as appropriate

5.4 To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired. Please note that the expiry of the cancellation period does not affect your rights to return goods to us if they are faulty (see clause 8).

- 5.5 We will make the reimbursement without undue delay, and not later than:
- 5.5.1 14 days after the day we received back from you any goods supplied; or
 - 5.5.2 (if earlier) 14 days after the day you provide evidence that you have returned the goods; or
 - 5.5.3 if there were no goods supplied, 14 days after the day on which we are informed about your decision to cancel this Contract.
- 5.6 We will make the reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of the reimbursement.
- 5.7 If you have received goods:
- 5.7.1 you shall send back the goods to our registered office address, or hand them over to us, without undue delay and in any event not later than 14 days from the day on which you communicate your cancellation from this Contract to us. The deadline is met if you send back the goods before the period of 14 days has expired.
 - 5.7.2 you will have to bear the direct cost of returning the goods.
 - 5.7.3 you are liable for any reduction in the value of the goods due to unnecessary handling.

6 Delivery and Title

- 6.1 The costs of delivery to mainland UK addresses will be as displayed to you on our website before you place your order. We do not usually make deliveries to any addresses outside of mainland UK, but please contact us to discuss a request for non-UK mainland delivery by using the contact details above.
- 6.2 The estimated date and time window for delivery of the goods is set out in the Confirmation Email (see clause 2.5).
- 6.3 If something happens which:
- 6.3.1 is outside of our control; and
 - 6.3.2 affects the estimated date of delivery;
- we will let you have a revised estimated date for delivery of the goods.
- 6.4 Delivery of the goods will take place when we deliver them to the address that you have stated as the location goods are to be delivered to.

- 6.5 Unless you and we agree otherwise, if we cannot deliver your goods within 30 days, we will:
- 6.5.1 let you know;
 - 6.5.2 cancel your order; and
 - 6.5.3 give you a refund.
- 6.6 We try to ensure that orders are delivered in the specified window and confirmed to our customers on a Confirmation Email. Stock items are typically delivered in 3-5 days with a lead time confirmed for non-stock products. Standard deliveries are from 8am-5pm with an option for next day and timed deliveries at an extra charge. We are to be made aware of any access restrictions prior to ordering.
- 6.7 Delivery charges are always included on order confirmations.
- 6.8 We may use several different couriers for our deliveries depending on size, weight and number of parcels. Cost and time for delivery may also depend if you have chosen an express service. Please note that the courier shall be automatically selected depending on the above. Delivery timescales and costs shall be detailed during the ordering process. Additional carriage charges can apply for deliveries to more remote locations, for timed deliveries with different costs for Pre Noon, Pre 10.30am and in some cases Pre 9.30am deliveries. Tail lift offload, fork-lift and on-road load handling equipment will incur separate delivery charges and also requests for non-standard vehicles for deliveries will have separate charges (e.g. 6 wheeler vehicles, vans etc.).
- 6.9 If no one is available at your address to take delivery of the goods, we or the courier will contact you via the contact details you have submitted or leave you a note informing you of how to rearrange delivery. After a failed delivery, if you do not re-arrange delivery we or the courier will contact you for further instructions and may charge you for storage costs and any further delivery costs. If, despite our reasonable efforts, we are unable to contact you or re-arrange delivery or collection we may cancel the Contract. In this event, we will refund any money you have paid in advance for goods we have not delivered but we may deduct or charge you reasonable compensation for the net costs we will incur as a result of your breaking the Contract (such as storage and further delivery costs).
- 6.10 You are responsible for the goods when delivery has taken place. In other words, the risk in the goods passes to you when you take possession of the goods.
- 6.11 We may deliver your goods in instalments. If your goods are delivered in this way, we will contact you prior to delivery to advise and discuss arrangements in connection with this.

- 6.12 Any dates quoted for delivery are approximate only and the time of delivery is not of the essence. We will make every effort to deliver goods ordered on the agreed date but we shall not be liable for any delay in delivery of goods that is caused by an event outside our control or your failure to provide us with adequate delivery instructions and a suitable location for delivery or any other instructions that are relevant to the supply of the goods.
- 6.13 Delivery will be completed when we deliver the goods to the address you gave us.
- 6.14 If you have requested that your goods need not be signed for, you must provide instructions as to where to leave them. We accept no responsibility for any goods after leaving it as instructed.
- 6.15 Please note that deliveries of certain goods (including chemicals and/or hazardous substances) must always be signed for and it will not be an option for such goods to be left in the event a signature has not been provided for.
- 6.16 If collecting goods from our premises risk of damage or loss of the goods shall pass to you at the time of collection. Notwithstanding collection, delivery and passing of the risk of loss, goods will remain our property until we receive payment in full (cleared funds using any payment method stated in clause 3.4) for the goods and any other services that we have supplied to you in respect of which payment has become due, in which case title to the goods shall pass at the time of payment of all such sums.
- 6.17 Title passes to you and you own the goods, once we have received payment in full, including all applicable delivery charges.
- 6.18 Postage charges for returned products are the full responsibility of the purchaser, and are non-refundable by Crafty Mouse Interiors Limited.
- 6.19 If the goods are faulty, you will be entitled to a refund of the postage charges. Crafty Mouse Interiors Limited shall refund the basic delivery cost of getting the goods to you and if you opted for an enhanced service Crafty Mouse Interiors Limited will only refund the basic cost.

7 Nature of the goods

- 7.1 The goods supplied to you shall be:
- 7.1.1 of satisfactory quality;
 - 7.1.2 fit for purpose;
 - 7.1.3 match the description given to you before you placed your order; and
 - 7.1.4 are installed properly (if we install any goods).

7.2 The packaging of the goods may be different from that shown or displayed on a median.

7.3 We shall use all reasonable endeavours to ensure that the colours of our goods are displayed accurately across all media.

7.4 Any goods sold:

7.4.1 at discount prices;

7.4.2 as remnants; or

7.4.3 as substandard,

will be identified and sold as such. Please check that they are of a satisfactory quality for their intended use.

7.5 If we cannot supply certain goods we may substitute them with alternative goods of an equal or sometimes better standard and value. In such cases:

7.5.1 we will let you know if we intend to do so; and

7.5.2 you can refuse to accept such substitutes, in which case we will offer you a refund or a replacement and let you know how long such an offer remains open for.

8 Faulty goods

8.1 Your legal rights under the Consumer Rights Act 2015 (known as 'statutory' rights', are set out in Table 2 below. They are a summary of your key rights. For more detailed information on your rights and what you should expect from us, please visit the Citizens Advice website www.citizensadvice.uk or call 03454 04 05 06.

8.2 Nothing in this Contract affects your legal rights under the Consumer Rights Act 2015 (also known as 'statutory rights'). You may also have other rights in law. For clarity, the Contract shall govern the purchase of goods from us.

8.3 If you find that your goods are faulty, please contact us using any of the following details to tell us about the fault:

- by email at hello@craftymouseinteriors.com (we respond to emails Monday to Friday, 9am to 5pm); or
- by telephone on 01943 512 025 (we answer calls Monday to Friday, 9am to 5pm). We reserve the right to record calls for quality and training purposes; or
- by post using PO BOX, 355 Hanover Way, Ilkley, West Yorkshire, United Kingdom, LS29 1HJ.

- 8.4 If you believe that your goods are not as described, fit for purpose or of satisfactory quality during their expected life span, and you wish to reject them on that basis, you must either arrange for them to be delivered to us or allow us to collect them from you. We will pay the costs of standard delivery or collection. Please call customer services on 01943 512 025 or email us at hello@craftymouseinteriors.com for a return label or to arrange collection.

Table 2 - A summary of some of your key rights
<ol style="list-style-type: none">1. The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 say that up to 14 days after receiving your goods, in most cases, you can change your mind and get a full refund.2. The Consumer Rights Act 2015 says goods must be as described, fit for purpose and of satisfactory quality. During the expected lifespan of your product you're entitled to the following:<ol style="list-style-type: none">a. up to 30 days: if your goods are faulty, then you can get a refund;b. up to six months: if they can't be repaired or replaced, then you're entitled to a full refund, in most cases;c. up to six years: if the goods do not last a reasonable length of time, you may be entitled to some money back.3. This is a summary of some of your key rights. For detailed information from Citizens Advice please visit www.citizensadvice.org.uk or call 03454 04 05 06.4. For clarity, the Contract shall govern your purchase of goods from Crafty Mouse Interiors Limited.

9 Our rights to terminate the Contract

- 9.1 We may end the Contract for goods at any time by writing to you if:
- 9.1.1 you do not make any payment to us when it is due and you still do not make payment within 7 days of us reminding you that payment is due;

9.1.2 we are out of stock of the goods that you have ordered, in which case we will inform you in writing and refund you in full; or

9.1.3 you do not, within a reasonable time, allow us to deliver the goods to you.

10 Termination of the Contract

10.1 If this Contract is terminated, we shall not forego or extinguish our right to receive any money due to us under the terms of this Contract, which we reserve the right to collect as a debt.

11 Limit on our responsibility to you

11.1 Except for any legal responsibility that we cannot exclude in law (such as for death or personal injury), we are not legally responsible for:

11.1.1 losses that:

- (a) were not foreseeable to you and us when the Contract was formed; or
- (b) that were not caused by any breach on our part;

11.1.2 business losses; and

11.1.3 losses to non-consumers.

(For the purpose of clause 11.1.1 (a), loss or damage is foreseeable if either it is obvious that it will happen or if, at the time the Contract was made, both we and you knew it might happen, for example, if you discussed it with us during the sales process.

12 Disputes and legal proceedings

12.1 We will try to resolve any disputes with you quickly and efficiently.

12.2 If you are unhappy with the goods or our service to you, please contact us (using the contact details at the top of these Terms and Conditions) as soon as possible and we will try to resolve the problem.

12.3 If we are unable to resolve the problem and you wish to bring legal proceedings, the Contract is governed by the law of England and English courts will have exclusive jurisdiction to deal with any legal proceedings that relate to it.

13. General

- 13.1 If a court or law or relevant authority decides that any sections of this Contract are unlawful or unenforceable, the remaining clauses in the Contract shall remain in full force and effect at all times.
- 13.2 Even if we delay in enforcing the Contract, we reserve the right to enforce it later. If we do not insist immediately that you do anything you are required to do under these terms, or if we delay in taking steps against you in respect of your breaking this Contract, that will not mean that you do not have to do those things and it will not prevent us taking steps against you at a later date. For example, if you miss a payment and we do not chase you but we continue to provide the goods, we can still require you to make the payment at a later date.
- 13.3 Crafty Mouse Interiors Limited make all reasonable effort to ensure a reliable and fast service but we do not guarantee that your use of this website will be free from interruption or errors and cannot be held responsible for any disruption, loss of or corruption of any material in transit, or loss of or corruption of material or data when downloaded onto computer systems. In addition, Crafty Mouse Interiors Limited cannot be held responsible or liable for your use of any websites that are accessible from this website as we do not have any control or responsibility for these. Any such links should not be viewed as an endorsement or an affiliation with Crafty Mouse Interiors Limited.
- 13.4 No one other than a party to this Contract has any right to enforce any term of this Contract.
- 13.5 We may transfer our rights and obligations under the Contract to another organisation. We will always tell you in writing if this happens and we will ensure that the transfer will not affect your rights under the Contract.
- 13.6 You may only transfer your rights or your obligations under the Contract to another person if we agree to this in writing.
- 13.7 Should we ever run a promotion or similar short term sale and this includes promoting through any third party, we will instruct those third parties such as affiliate windows, press and magazines to remove offers or promotions from their sites/publications when they are no longer valid, however, we cannot be responsible for the failure to do so and will not be in the position to refund any price discrepancies between such articles and our website.