

INTRODUCTION

The following Policies outline the legal responsibilities and obligations that shall exist between you, (the customer) and T-Spoke Designs Ltd (also referred hereafter as 'T-Spoke', 'we', 'us', 'our'). We always try to ensure our policies are clear, fair, and in compliance with relevant laws.

RETURNS & EXCHANGE POLICY

We want you to be completely satisfied with your purchase from us. If for any reason you are not satisfied, we offer a hassle-free return policy to ensure your shopping experience is enjoyable and worry-free. Please review the following guidelines and procedures to initiate a return:

RETURNS

1. Timeframe

Items purchased from our online shop for return or exchange need to be sent back within 14 days of receipt.

2. Eligibility

To be eligible for a return, the item must be in a re-sellable condition, unused, in the same condition as received, and in its original packaging.

Unfortunately, we cannot offer refunds on bespoke items. If your item is damaged or faulty, we can offer a repair or replacement as appropriate.

3. Return Process

To initiate a return, please contact us at tspokedesigns@gmail.com for a Return Authorization (RA) number.

Clearly mark the RA number on the outside of the package.

Ship the item(s) to the address provided along with a copy of the original receipt or proof of purchase.

Please ensure you gain proof of postage and obtain the correct insurance as we are unable to refund any items that are not received or that arrive damaged.

If you hand deliver your return, please note our opening hours, and ensure you get your return signed for by a T-Spoke member of staff.

4. Refunds

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item.

STORE POLICIES

If the return is approved, your refund will be processed, and a credit will automatically be applied to your original method of payment within 7-10 business days.

All pieces of a set/package must be returned to receive a full refund. We do not accept partial set orders for refunds.

EXCHANGES

5. Damaged or Defective Items

Unfortunately manufacturing faults can occur. If you receive the wrong item, damaged or defective item, please contact us at tspokedesigns@gmail.com immediately to arrange for a replacement.

RETURN & EXCHANGE ADDITIONAL INFORMATION

6. Return/Exchange Shipping

You will be responsible for paying your own shipping costs for returning the item. Shipping costs are non-refundable.

Consider using a trackable shipping service or purchasing shipping insurance to ensure that we receive your returned item.

7. Non-Returnable Items

Unfortunately, we cannot offer refunds on bespoke items. If your item is damaged or faulty, we can offer a repair or replacement as appropriate.

8. Late or Missing Refunds

We do our best to process returns as quickly as we can, but it can sometimes take a while between posting back the returned item and receiving the refund. Please do not contact us unless 10 or more days have passed, and you still haven't received the money.

If you haven't received a refund yet, please check your bank account again.

Contact your credit card company or bank as it may take some time before your refund is officially posted.

SHIPPING & DELIVERY POLICY

We are committed to ensuring a seamless and timely delivery experience for our valued customers. Please review the following Shipping and Delivery Policy for comprehensive information regarding our shipping procedures, estimated delivery times, and related details.

1. Shipping Destinations

We currently ship to Mainland UK only.

2. Order Processing

Smaller items orders are typically processed within 3-5 business days of receiving payment.

Furniture pods are made to order, so we allow 28 days between T-Spoke receiving the customer order, manufacturing, and the customer receiving their order.

Processing times may vary during peak seasons or promotional periods.

3. Shipping Information

We use reputable shipping carriers to ensure reliable and secure delivery of your orders.

We currently only provide a Standard Shipping: Estimated delivery is within 3 to 7 business days.

Shipping costs are calculated based on the weight of your order, the selected shipping method, and the destination.

Unfortunately, due to the size and weight of Ply Lining Kits, our usual courier is unable to deliver them, and this item is collection only. We are happy to work your chosen transport company to arrange collection from our workshop.

If you would prefer to collect your order in person, please contact us to arrange collection during workshop working hours.

4. Order Tracking Information

Once your order has been shipped, you will receive a shipping confirmation email with tracking details, where you should be able to monitor the status and location of your package using the courier's online tracking tool.

5. Delivery Issues

In the rare event of a missing or delayed shipment, please contact us for tspokedesigns@gmail.com for assistance.

STORE POLICIES

Ensure that your shipping address is accurate. We are not responsible for shipments delivered to incorrect addresses provided by the customer.

CANCELLATION POLICY

Effective Date: 15/11/2022

At T-Spoke Designs Ltd we understand that circumstances may arise that require customers to cancel orders. This Cancellation Policy outlines the guidelines and procedures for cancelling orders placed on our e-commerce platform.

1. Order Cancellation Period

Customers have the right to cancel their order within a specific period from the date of purchase. The cancellation period is 14 days unless otherwise specified on the product page or during the checkout process.

2. How to Cancel an Order

Orders can be cancelled by contacting our customer support team through one of the following methods:

- Email: tspokedesigns@gmail.com
- Phone: 01275 217474

3. Eligibility for Cancellation

Orders are eligible for cancellation if the items have not been dispatched or the services have not commenced.

Customized or personalized items may have different cancellation eligibility, and details will be provided during the ordering process.

4. Refund Process

If an order is cancelled within the specified cancellation period, a full refund will be issued.

Refunds will be processed using the original payment method, and customers will be notified once the refund has been initiated.

5. Cancellation After Dispatch

If an order has already been dispatched, customers may be eligible to return the items following our Return Policy. The return process will be explained by our customer support team.

6. Exceptions to Cancellation

Digital products, services, or items that have been customized or personalized may not be eligible for cancellation. Customers will be informed of any such exceptions before completing the purchase.

7. Changes to Orders

Customers who wish to make changes to their order are encouraged to contact our customer support team as soon as possible. We will do our best to accommodate changes if the order has not yet been processed.

8. Communication of Cancellation

Customers will receive confirmation of their order cancellation via email. If there are any issues or if further information is required, our customer support team will reach out to the customer promptly.

9. Contact Us

If you have any questions or concerns about our Cancellation Policy, please contact our customer support team.

TERMS OF SERVICE

These Terms of Service ("Terms") govern your use of the T-Spoke Designs Ltd website, products, and services. By accessing or using our services, you agree to comply with and be bound by these Terms. Please read them carefully.

1. Acceptance of Terms

By using our website or services, you agree to these Terms, our Privacy Policy, and any additional terms and conditions that may apply.

2. User Accounts

You may be required to create an account to access certain features. You are responsible for maintaining the confidentiality of your account information and for all activities that occur under your account.

3. Use of Services

You agree to use our services for lawful purposes only and not engage in any activities that may violate applicable laws or infringe on the rights of others.

4. Intellectual Property

All content on our website, including text, graphics, logos, images, and software, is the property of T-Spoke Designs Ltd and is protected by intellectual property laws. You may not use, reproduce, or distribute our content without our express permission.

5. Purchases and Payments

If you make a purchase through our website, you agree to provide accurate and complete information. Payments are processed securely, and you are responsible for any applicable taxes.

6. Termination of Services

We reserve the right to terminate or suspend your access to our services at our discretion, without notice, for any reason, including if you violate these Terms.

7. Limitation of Liability

To the extent permitted by law, T-Spoke Designs Ltd and its affiliates shall not be liable for any direct, indirect, incidental, special, or consequential damages resulting from your use or inability to use our services.

8. Privacy

Our Privacy Policy outlines how we collect, use, and protect your personal information. By using our services, you consent to the terms of our Privacy Policy.

9. Cookies

Our website uses cookies to enhance user experience. You can manage your cookie preferences through your browser settings.

10. Governing Law

These Terms are governed by the laws of the United Kingdom. Any disputes arising out of or in connection with these Terms shall be subject to the exclusive jurisdiction of the courts of the United Kingdom.

11. Changes to Terms

We reserve the right to update or modify these Terms at any time. Any changes will be effective immediately upon posting on our website. Your continued use of our services after changes constitutes acceptance of the modified Terms.

12. Contact Us

If you have any questions or concerns about these Terms, please contact us.

Terms of Service are effective as of 15/11/2022 and are in accordance with UK law.

PRIVACY POLICY

At T-Spoke Designs Ltd, we take the responsibility of looking after your personal and financial information very seriously.

This Privacy Policy describes how we collect, use, and protect personal information obtained from individuals in the United Kingdom. This policy applies to the website, products, and services provided by us and is written in accordance with current legislation.

1. Information We Collect

We may collect the following types of personal information:

- Contact Information (e.g., name, email address, phone number)
- Billing and Shipping Information
- Payment Details
- Purchase History
- Communication Preferences
- Device Information (e.g., IP address, browser type, device ID)
- We do not knowingly collect or store anything that is categorised as sensitive under the terms of UK GDPR.

2. How We Collect Information

We collect information when you:

- Make a purchase on our website
- Create an account
- Subscribe to newsletters or updates
- Contact customer support
- Participate in surveys or promotions

3. How We Use Your Information

We use your personal information for the following purposes:

- Process and fulfil orders
- Communicate with you about your orders
- Provide customer support
- Send newsletters and promotional materials
- Improve our products and services
- Prevent fraud and enhance security

4. Data Security

We implement security measures to protect your personal information and ensure its confidentiality. However, no data transmission over the internet is completely secure; therefore, we cannot guarantee the absolute security of your data.

13. Sharing Your Information

We may share your information with third parties for specific purposes such as:

- Payment processing
- Shipping and logistics
- Marketing and advertising

In all instances, we only share the minimum information required. We do not sell or rent your personal information to third parties for their marketing purposes without your explicit consent.

14. Your Rights

You have the right to:

- Access the personal information we hold about you
- Correct inaccuracies in your information
- Request the deletion of your information
- Object to processing of your information
- Data portability

To exercise these rights, please contact us at tspokedesigns@gmail.com.

8. Changes to this Policy

We reserve the right to update this Privacy Policy. Changes will be posted on our website, and your continued use of our services constitutes acceptance of the updated policy.

9. Contact Us

If you have any questions or concerns about our Privacy Policy, please contact us at tspokedesigns@gmail.com. Or if you have any further concerns, you can contact the Information Commissioners Office on 0303 123 1113 or <https://www.ico.org.uk>

This Privacy Policy is effective as of 15/11/2022 and is in accordance with the UK Data Protection Act 2018 and the General Data Protection Regulation (GDPR).

CUSTOMER SUPPORT POLICY

We are committed to providing exceptional customer support to ensure a positive experience for our valued customers. This Customer Support Policy outlines our approach to addressing customer inquiries, concerns, and service needs.

1. Contact Channels

We offer 2 channels for customers to reach our support team:

- **Email:** tspokedesigns@gmail.com
- **Phone:** 01275 217474

2. Response Time

We strive to respond to customer inquiries promptly. Our typical response time is between 2-5 business working days during typical business hours.

3. Business Hours

Our standard business hours are Monday to Friday 9am - 5pm. Support inquiries received outside these hours will be addressed promptly during the next business day.

4. Support Services

Our customer support services include assistance with:

- Product Information
- Order Inquiries
- Technical Support
- Returns and Exchanges
- Billing and Payment Issues

5. Escalation Process

If an issue is not resolved to the customer's satisfaction, it can be escalated through the following steps:

- **Level 1:** Initial Support Contact
- **Level 2:** Further Escalation to Management

6. Feedback and Improvement

We value customer feedback and use it to continuously improve our services. Customers are encouraged to provide feedback on their support experience, and we actively seek opportunities for enhancement.

7. Knowledge Base

We maintain a comprehensive knowledge base on our website, providing customers with self-help resources, FAQs, and troubleshooting guides. This enables customers to find information independently.

8. Training and Development

Our support team undergoes regular training to stay updated on product knowledge, industry trends, and customer service best practices. This ensures that they are well-equipped to assist customers effectively.

9. Data Security

We prioritize the security and confidentiality of customer information. All customer data shared during support interactions is handled in accordance with our Privacy Policy.

10. Customer Courtesy

We uphold a standard of courtesy and professionalism in all interactions with customers. Our team is committed to resolving issues in a respectful and empathetic manner.

11. Changes to this Policy

This Customer Support Policy is subject to change, and the most up-to-date version will be available on our website.