



Delivery and Returns Policy

General

This website is created, owned and operated by Roberta Mason Art Glass. These Terms set forth the terms and conditions under which you may use our website and services as offered by us. This website offers visitor unique handmade artwork. By accessing or using the website of our service, you approve that you have read, understood, and agree to be bound by these Terms.

Terms

Buying an item from Roberta Mason Art Glass is an acceptance of the terms and conditions outlined below. These Terms and Conditions do not affect the buyer's statutory rights.

- Each piece of art glass is handmade and completely unique.
- The photographs are of the actual item available for purchase.
- Some items may contain bubbles and slight surface detailing that is part of the process of making the glass and as such are not considered faults.
- Faults are cracks or chips in the glass and any item that is faulty will receive a full refund and full reimbursement for postage costs.
- Items can be returned within 14 days for a full refund. Please see below for more information.

Pricing

The prices charged for purchasing the work are listed in the website shop in GBP (£). Additional information about pricing and availability of items shown on the website but not listed in the shop can be obtained by inquiring via email: roberta@robertamasonartglass.com.

Ordering, Shipping, Delivery & Returns

- **Ordering**

When you place an order, we aim to dispatch your purchase within 2–3 business days, but it can take a little longer if we are away from the studio.



- Faster delivery times can be arranged (please contact me before ordering).
- We ask you to provide a contact email and telephone number with the order. This information is used by the courier and in deliveries outside of the UK, Customs. Please note that any taxes, duties or fees are the responsibility of the customer.
- If your order is delayed for any reason, we will inform you via the email provided in the order.

- **Shipping**

We will notify you via email when the order is dispatched with the shipping tracking information.

- UK orders typically arrive within 5 working/business days
- International delivery times vary

If your order is delayed for any reason, we will inform you via email.

Do you ship outside of the UK?

Yes! We can ship worldwide

- **Overseas Delivery**
If you are ordering from overseas or need the work shipped globally then please contact me for the delivery charges and estimated delivery times. Our preferred courier is DHL.
- **International Taxes, Duties & Fees**
Please be aware that additional taxes, duties or fees may apply to your order when shipping overseas. Please note that any taxes, duties or fees are the responsibility of the customer.

- **Delivery**

What if my order arrives damaged?

We take great care in packaging, but if anything arrives broken, email us with photos of the shipping box and the piece at roberta@robertamasonartglass.com within 14 days. All pieces are unique; we can provide a similar piece as a replacement or provide a refund. The damaged piece will need to be returned via our returns process.

When your return is approved, we will send you a return shipping label and instructions.



• Returns & Exchanges

Can I return or exchange an item?

Yes, we offer a 14-day return policy. To be eligible, you must contact us via email at roberta@robertamasonartglass.com within 14 days of receipt of the product. Your item must be unused, in its original condition and packaging, with proof of purchase.

- If the piece is faulty then we will give you a full refund or exchange it for another item of equal value and cover the postage costs for returning the item to us.
- If the item is not faulty then the cost of returning the item is the responsibility of the purchaser. It is their responsibility to get the item back to us, unused, in its original condition and packaging, with proof of purchase.

To start a return, email us at roberta@robertamasonartglass.com. If your return is approved, we will send you a return shipping label and instructions.

Please note: Items sent back without contacting us first will not be accepted.

Once the return is agreed, the work must be returned to us within 14 days. Your item must be unused, in its original condition and packaging, with proof of purchase.

We will process your refund or exchange within 14 days of receipt of the goods.

RIGHT TO CHANGE AND MODIFY TERMS

We reserve the right to modify these terms from time to time at our sole discretion. Therefore, you should review these pages periodically. When we change the Terms in a material manner, we will notify you that material changes have been made to the Terms. Your continued use of the Website or our service after any such change constitutes your acceptance of the new Terms. If you do not agree to any of these terms or any future version of the Terms, do not use or access (or continue to access) the website or the service.