



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 or for 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 (FAQs)**

- **How long will my order take to arrive?**

We aim to dispatch your purchase within 2–3 business days. UK orders typically arrive within 5 working days; international delivery times vary.

- **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. 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. When purchasing from our website, it is up to the customer to research these fees and the burden of any taxes, duties or fees is the responsibility of the customer.

- **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 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 in its original condition.

To start a return, email me at roberta@robertamasonartglass.com. If your return is approved, I'll send you a return shipping label and instructions.

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

- **What if my order arrives damaged?**

We take great care in packaging, but if anything arrives broken, contact us with a photo at roberta@robertamasonartglass.com within 14 days. All pieces are unique, but we can usually provide a similar piece as a replacement.

- **How long does it take to ship the work?**

Products will usually be dispatched within 48 hours, 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).



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.