



TERMS AND CONDITIONS

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.

- 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 our Returns policy for further information.

These Terms and Conditions do not affect the buyer's statutory rights.

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.

DELIVERY

Items are dispatched once payment has been made in full.

UK Delivery

Products in stock will be delivered FREE to UK customers. They are insured, tracked and signed for and are delivered by Royal Mail or Courier Company .



Products will usually be dispatched within 48 hours, but it can take a little longer if I am away from the studio. Faster delivery times can be arranged (please contact us before ordering).

Overseas Delivery

If you are ordering from overseas or need the work shipped globally then please contact me for the delivery charges. We charge you exactly the same as the courier charges us. 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.

RETURN AND REFUND POLICY

You can return your piece for a full refund for any reason within 14 days of receiving the item. If you have any concerns, contact me as soon as possible after receiving your purchase (roberta@robertamasonartglass.com).

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.

If you would like to return an item to us, please email us at roberta@robertamasonartglass.com and let us know the reason for returning the item. We will then provide further instructions for the return.

Our outline return process is as follows:

- To return an item to us please send it by recorded delivery, signed for and suitably insured in case of damage in transit.
- If it is damaged in transit from the purchaser to us, then it is the responsibility of the purchaser to claim on the postal insurance that they should take out to return it to us. The post office offers good insurance for these items and will include it in the postage price.

Once the piece is received then we will provide a full refund via the method used to make the purchase.



PROMOTIONAL EMAILS AND CONTENT

You agree to receive occasional promotional messages and materials from us, via email. If you don't want to receive such promotional materials or notices – please just notify us at any time at <mailto:roberta@robertamasonartglass.com>.

OWNERSHIP OF INTELLECTUAL PROPERTY, COPYRIGHTS AND LOGOS

The social media accounts, including Instagram, Facebook, Twitter and LinkedIn, owned by Roberta Mason Art Glass/Roberta Mason and all materials therein or transferred thereby, and all Intellectual Property Rights related thereto, are the exclusive property of Roberta Mason of www.robertamasonartglass.com.

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.