

# GEORGINA RITSON DOLLS TERMS AND CONDITIONS

## TERMS OF TRADING

- Hours of trading: 9-5pm Mon-Thurs
- Full postage costs are incurred by the client.
- Import and customs charges are incurred by the client.
- Payment is in Pounds Sterling and must be cleared in full before dispatch of goods.
- Dolls contain small parts and are not suitable for children under the age of 14.
- All pieces are hand made and therefore no two products are identical.
- Georgina Ritson Dolls has a no refunds policy <sup>1</sup>
- Georgina Ritson Dolls reserves the right to refuse custom to any person <sup>2</sup>
- Georgina Ritson Dolls cannot accept responsibility or offer compensation for external business errors (eg Royal Mail or Pay Pal.) <sup>3</sup>
- Complaints must be submitted in writing within 28 days but please call initially.
- Colours of items vary according to computer settings and lighting conditions.

## SPECIAL COMMISSIONED PIECES

- A non refundable deposit of 10% of the agreed price is payable at the time of ordering a commissioned piece. 50% of the final price is payable three weeks before final completion of the piece where irreversible bespoke work is undertaken. The final balance is payable on completion of the piece.
- The waiting list for Georgina Ritson Dolls can reach 12 months at any given time and has a strictly first come first served policy. Therefore clients are encouraged to order in advance to avoid disappointment.
- Clients who do not wish to join the waiting list for pieces are encouraged to purchase dolls from the “Available Dolls” section of Georgina Ritson Dolls website or visit the artist in person at either Miniatura or Kensington Dolls House Festival. <sup>4</sup>
- In the event of cancellation, clients may be charged (up to 100% of the agreed price) where work has been undertaken or specialist materials have been ordered to complete a piece.
- Alterations or additions beyond the original brief can be made however these will be at an additional cost. (see below for pricing of alterations)

## PRICING

- Individual pieces are priced at one flat rate fee. Services such as alterations, consultations, public speaking and tuition will be priced on an individual basis. Prices start at £20 per hour.
- All prices are shown on Georgina Ritson Dolls website and at shows.
- Prices are subject to increase but not after an order is placed.
- Georgina Ritson Dolls occasionally offers pieces in the available dolls section or at shows at a reduced price. Price reductions are at the discretion of the financial director.
- Discounts on commissioned pieces are not possible.

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<sup>1</sup> Your statutory rights are not affected. In the event of goods arriving damaged, please contact Georgina Ritson Dolls for a replacement or full refund within 28 days. Original packaging and product must be returned before a refund or replacement can be issued.

<sup>2</sup> Your statutory rights are not affected.

<sup>3</sup> Please contact the service provider directly and follow their complaints procedure.

<sup>4</sup> Pieces are available to be viewed in person at shows and taken away on the day of purchase. To check which shows Georgina Ritson will be attending, please check the “contact us” section of the website or contact organisers of Miniatura or KDF directly for up to date show lists.