

Terms & Conditions

Please read these terms and conditions carefully before placing your order.

If you are unclear about anything or would like to know more about discount schemes such as Educational Discount or the George Weil Society, please feel welcome to contact us. Our telephones are manned week days between 9 am and 5 pm and there is an answerphone if you prefer to leave a message

Placing your Order



Online: www.fibrecrafts.com
www.polymerclaypit.co.uk
www.papershed.com

Email: sales@fibrecrafts.com



Tel: 01483 565800



GEORGE WEIL GROUP
Old Portsmouth Road, Peasmarsh,
Guildford, Surrey, GU3 1LZ



Fax: 01483 565807

UK Postage & Handling

- orders up to £40.00 = £4.95
- orders up to £84.99 = £3.45
- orders over £85.00 = FREE
- orders under £4.95 from George Weil Society Members will incur a postage and handling fee

Payment Options

Payment is not taken until your goods are ready for dispatch. The following cards are accepted:

Delta	Master Card
Solo	Maestro
Visa	Access
Visa Electron	

Alternative payment methods include Cheque, Postal Order or the George Weil Gift Voucher

Delivery Information

Orders received on a working day and before 12 noon will normally be dispatched the same day to addresses in the UK. Delivery time is not predictable but will be before 5.30pm, week days.

Orders from overseas customers are welcome. Please contact us for details of delivery cost.

Items out of Stock

Our policy is to fill at least 95% of orders from stock. If we are out of stock on any item, over the value of £4.95, you will be notified and the remainder of your order will be sent as soon as the goods are available. There is be no additional carriage charge. Items valued at £4.95 or less will need to be reordered at a later date.

Damaged/Missing Goods

Please contact us if you have not received your order when it is expected. Parcels sent by our Courier Service are rarely delayed or go missing.

Do not accept any package if it appears damaged and notify us immediately if you have refused the package. It is always advisable to sign for goods as 'unexamined'. In the event of a claim against the carrier, you will need to answer any enquiries from them or we can not accept responsibility for compensation. The packing materials must be kept for the carrier's inspection.

Returning Goods

Please telephone us immediately if the goods arrive damaged. A full refund, including postage costs, will be made on receipt of the returned goods.

You may change your mind and cancel your order at any time from placing the order until 7 working days after you take delivery. Your cancellation must be in writing, either by letter or email, and the cost of returning the goods will remain your responsibility. The goods must be returned undamaged so that they can be resold at the full price. You will receive a full refund of the product cost within 30 days or, if preferred, a credit towards your account. This guarantee cannot be extended to any item that has been made to your specification, or which is not a stock item, purchased to your special request.

Prices

We try to ensure that products are priced competitively and regularly price check to ensure excellent value. See 'Your Guarantees' for further information. All prices are shown inclusive of VAT at the current rate and will be charged at the rate applied at invoice date. The prices within this catalogue and published on the web site are subject to change without prior notice.

Your Price Guarantee

We know that mail order can add uncertainty over exactly what you are buying. So we want you to buy with absolute confidence.

For items with a catalogue price over £200.00 we pledge that if you find the identical product currently on sale by mail-order within the United Kingdom, at a lower price (including delivery and other charges), we will match the advertised price.

This applies only to products listed in this catalogue. We reserve the right not to match prices on liquidated or 'end of line' items, where printed incorrectly, or where the advertiser can not supply due to a lack of stock.

Your statutory rights are not affected by this guarantee and all distance selling regulations apply

Product Advice

Due to the nature of the materials we sell, such as papers, fabrics, dyes, fibres and yarns, there will occasionally be a variation in the end result. We suggest you:

- order enough materials to complete a project i.e. fibres for spinning a quantity of yarn
- order sample cards where offered
- keep notes of times, temperatures and techniques and ideally, a record book
- always sample before starting your project

Whilst we are happy to give advice on product use, we cannot accept liability as conditions of use are totally outside our control.

Colour Charts

We have created colour charts for all the colour products in the catalogue and although we have endeavoured to present them as accurately as possible, they are only as accurate as the printing process will allow.

Encouraging Education

We offer schools, colleges and professional craft tutors special discount terms:

- 20% discount on products, shown in this catalogue, with an individual value up to £900.00 (offer excludes books and magazines)
- free delivery on orders above £200.00 net, after discount has been applied
- 30 day credit terms



Please note the following before applying for educational concessions:

- terms are available for bona-fide educational bodies, teachers and tutors. Proof of teaching will be required
- the minimum initial order is set at £200.00 net goods value
- orders from the educational establishment can only be accepted if they are accompanied by an 'official order' number
- orders between £100.00 and £200.00 net, after discount has been applied, will incur a £10.00 handling fee. Orders below £100.00 net, after discount has been applied, will incur a £15.00 handling fee
- payment must be made 30 days from the invoice date by either BACS system, credit card or cheque.
- we reserve the right to charge interest on overdue accounts. Interest will be charged at the minimum lending rate of National Westminster Bank plc plus 5% per annum. Credit card payments will incur a 5% charge.
- goods will remain the property of Fibrecrafts until such time that payment has been received in full. Title is retained over all goods previously supplied to the value of outstanding invoices

Find out more about us at www.georgeweil.com

