

terms and conditions & other useful information

We hope the following summary headers will provide you with useful information, and answer any questions you may have regarding Marmalade the Mouse and his products :

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ethical and handmade

Lucy Magicmaker has an ethical desire for Marmalade the Mouse (The Character) and his products to be a mixture of organic, bio-degradable, recycled, free from solvents and toxins, ecologically sustainable, and as kind to the environment as possible.

She wishes for Marmalade the Mouse to make use of natural things that he finds around him; to use his hands rather than machines in all that he does; to use only ingredients that are pure and natural without treatments, plastics, dyes or bleaches; and wherever possible to source all ingredients and materials from the West Country ~ and if he cannot source everything he needs from the West Country, then Marmalade the Mouse must go on a quest in search of ethical, like-minded suppliers from within The British Isles who will help him to keep his products positive and raw.

Lucy Magicmaker also wishes for Marmalade the Mouse to pour kindness into all he does, and to take time to create a handmade product that is honest.

These are Lucy Magicmaker's wishes ~ and now they are Marmalade the Mouse's wishes too.

mouse shop packaging and delivery times

At Lucy Magickmaker, we like to take time to gift wrap all Marmalade the Mouse products in acid-free tissue paper and tie them with a natural raffia bow and a handmade swing ticket, so you can have the pleasure of unwrapping something simple yet beautiful at your end. The tissue paper will also protect your products whilst in the post.

It is good to place your order by 2pm (Mon-Fri) since our postman collects each day at 4.30pm and we need time to wrap and pack your products before they can be sent out to you.

If we are able to pack your products that same day, your parcel will then be collected by our friendly postman that same afternoon, and will be sent by Second Class Royal Mail which can take 3 working days from dispatch (and sometimes 5 working days during Royal Mail busy times). We find that the Second Class service can arrive with you far quicker than you think ~ sometimes arriving in just 2 days, if all is going well.

If we cannot pack your products on the day of your online order, then we will try to pack everything for you on the following day, which means the postman will collect at 4.30pm as usual, and your parcel will again be sent by Royal Mail Second Class Delivery which again may take 3-5 working days to get to you.

So, overall, you can expect to receive your parcel within 3-5-7 days from the time of ordering ~ 3 days if the wind is blowing in your direction, and everything goes swimmingly ~ 5 days if things are just plain normal ~ and 7 days if things are on a go-slow.

Packages can be sent to both business and residential addresses within the United Kingdom (which includes England, Scotland, Wales and Northern Ireland).

There is currently no Marmalade the Mouse postal service to the Republic of Ireland, The Scottish Highlands and The Channel Islands. There is also no International Service at this time.

Packages sent within The United Kingdom can sometimes experience unexpected delays, given sudden increased demand for the product, postal strike, or bank holiday, for which we sincerely apologise.

If a product is shown to be 'In Stock' on the website, it means that we have a plenty and you'll be able to place an order online and receive your Marmalade the Mouse parcel soon afterwards.

If a product is shown to be 'Out of Stock' on the website, it means our supplies are diminishing rapidly ~ in which case, the shopping cart facility would prevent you from ordering this particular product until we'd had the chance to make some more and build our supplies back up again ~ the product would then be re-listed as back 'In Stock' and everything would resume as normal.

Orders will be dispatched on a first-come, first-served basis. No special priority is given, except at the discretion of Lucy Magickmaker.

It is possible for products to be delivered, as a gift, to a separate address to that stated on the invoice. In some cases, the products will be delivered to the recipient of the gift, and not the purchaser. However, in certain circumstances, we reserve the right to deliver to the invoice address only. We would of course let you know if this was the case.

The cost of the Royal Mail Second Class postage is calculated by the total weight of your order. When you add a product to your shopping cart, the postage will be automatically calculated on the screen so you can see the postage cost prior to checkout.

For your information, we have listed the individual weights of each of the Marmalade the Mouse Products so you can have an indication of delivery cost :

Marmalade the Mouse Product :	Weight in Grams (before Gift Wrapping & Packaging)
Devon Hand Sketched & Watercoloured Card	14gms + packaging
Five Watercolour West Country Printed Postcards	28gms + packaging
Hand Thrown in Cornwall Mouse Mug	232gms + packaging
Signed First Edition Book West Country Printed	614gms + packaging
Cornish Hand Felted Mouse in Match Box Bed	80gms + packaging
Handmade Stuffed Eco Mouse & Clothes	474gms + packaging

To give you an idea of postage costs, here are some examples of previous orders which show how postage and delivery charges are calculated :

Examples of Marmalade the Mouse Product Purchases (showing actual weight of each item) :	Product Weight + Packaging Weight = Total Parcel Weight :	Second Class Postage + Packaging Materials Example Only :
2 Greeting Cards (2 x 14gms) + 3 packs of postcards (3 x 28gms) + 1 hardback story book (614gms)	Product Weight 726gms + 250gms packaging = 976gms Total Parcel Weight	£3.15 <u>+ £1.00</u> £4.15
1 mug (232gms) + 1 hardback story book (614gms) + 1 mouse in match box (80gms)	Product Weight 926gms + 250gms packaging = 1176gms Total Parcel Weight	£6.50 <u>+ £1.00</u> £7.50

UK customer care (including cancellations and refunds)

Under the UK Consumer Protection (Distance Selling) Regulations 2000, you have the right to cancel your order within seven working days from the day after the day of receipt of the goods, without stating your reason.

If your order has been confirmed, but you have not yet received the goods, you can cancel or refund your order by emailing us promptly at customer care@lucymagicmaker.com or by telephoning us direct in the UK on 07887 713 489.

If your order has been despatched, you will need to return the cancelled/refunded item(s) at your own expense. To return an item, email customer care@lucymagicmaker.com or call 07887 713 489, and we will issue you with a unique Returns Request Number. We recommend that you use a registered postal service to return your item. Lucy Magicmaker will not be held liable for the cost of return or lost parcels.

We will refund the order, or relevant part of it, including the original delivery charge to you if the whole order is returned, as soon as possible and in any case within 30 (thirty) days of cancellation, which must be within seven working days from the day after the day of receipt of goods.

If you cancel your order and we do not receive the item back from you, we may arrange to collect the item from you at your cost.

be kind to the environment

At Lucy Magicmaker, we work hard to use recycled, organic, bio-degradable or sustainable ingredients within each of our finished products, and we constantly seek ethical and passionate suppliers from within the West Country, or further afield from within The British Isles. If we think we can improve just one small part of each product, then be assured we are working on it.

For example, each printed Hardback book is made using FSC certified paper from sustainably planted forests ~ which do not deplete the earth's natural resources. Our books are also printed locally in the West Country by a printing community who combine 166 years of handcrafting, passion and expertise with super-modern technology to deliver the final printed and stitched book. These people have book printing running through their veins. They have a passion for what they do.

At Lucy Magicmaker, we intend to list individual ingredients and materials clearly on each product so you can see the depth of work we have undertaken to be kind to the environment. We are constantly seeking to improve the way in which we do things.

We do have to use packaging to ensure that your parcel arrives safely and without damage, however we have carefully sourced recycled and sustainable packaging materials to keep our carbon footprint low.

We ask that you further up-cycle any unwanted packaging thoughtfully, and that you re-use our acid-free tissue paper and natural raffia bows, and perhaps give the brown cardboard envelopes and boxes to children for their creative art projects. In short, please feel free to up-cycle our packaging into dolls houses, hamster bedding or sky rockets !

product care

Our products have been made with much loving care. We hope you will cherish them.

For example, we have used 150gm paper for the pages in the hardback book. This weight of paper is designed to withstand much turning of the pages, and to last for many years, although we ask that you treat the book gently if you wish to keep it looking at its best for many years.

All of our products ~ from the book to the postcards ~ to the handmade greeting card ~ to the little mouse in the match box ~ to the big stuffed eco mouse and his clothing ~ EVERYTHING should be kept well away from scissors, earth, fire and water.

Both the individual products and the wrapping contain small parts, and are not suitable for children under age of three years of age.

product availability

We try to ensure that we have good stock availability of all Marmalade the Mouse products. However, there are times of sudden increased demand, when we may run out.

If a product is shown to be 'In Stock' on the website, it means that we have a plenty and you'll be able to place an order online and receive your Marmalade the Mouse parcel soon afterwards.

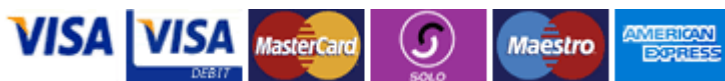
If a product is shown to be 'Out of Stock' on the website, it means our supplies are diminishing rapidly ~ in which case, the shopping cart facility would prevent you from ordering this particular product until we'd had the chance to make some more and build our supplies back up again ~ the product would then be re-listed as back 'In Stock' and everything would resume as normal.

Most of our products are made by hand, and therefore it takes time to cut and stitch and sew some more. We thank you for your patience ~ and assure you we are all working as fast as we can.

to pay for your order

We want you to shop online with confidence. When you place an order using the Lucy Magickmaker website, your credit card details are processed by *Paypal*, an accredited payment service provider. *Paypal* protect your credit card details from interception because they scramble (or encrypt) the details before they are sent from your computer to theirs. Depending on your browser, you will see a different confirmation that your connection is secure, but for the most common browsers, you will see a closed padlock at the foot of your screen.

We accept online payment in a secure environment with Visa, Mastercard and American Express credit cards, as well as Solo, Maestro and Visa Debit cards.



You can only view our product price in sterling, but we accept credit card payments from anywhere in the world ~ remembering that delivery is to United Kingdom addresses only.

teacher packs

The Story of Marmalade the Mouse and His Jammy Adventure was gifted to over 30 pre & primary schools across the South Hams in Devon, England in celebration of the book's launch in 2012. It was also gifted to South Hams Libraries and Mobile Libraries to provide maximum free access to the story.

Marmalade the Mouse reading and craft workshops were then held in celebration of the launch, following which teachers began using the book as a reading and teaching module at both primary & pre-school levels.

This inspired us to begin drafting Downloadable Teacher Packs for schools, and parents alike. These packs will evolve with your feedback. Our aim is to commence simply and grow. The packs are a work in progress and will be loaded to the website as soon as possible.

complaints

In the event of you having a complaint or problem with the service or products offered by Lucy Magicmaker, please let us know immediately. We take all complaints very seriously and will endeavour to rectify any problem as quickly and effectively as we can.

Our Customer Care team are available to help you between the hours of 10am and 4pm (GMT), Monday to Friday. If you are calling from within the UK, please dial 07887 713 489. Calls will be charged at your regular telephone provider rates for dialling a UK mobile number. Alternatively, please email customer care@lucymagicmaker.com, and we'll get back to you as soon as possible.

We hope to acknowledge all complaints within one working day ~ and to resolve them as soon as possible. We will always keep you informed throughout the process of resolving your complaint and we will keep the details of your complaint confidential.

We always welcome feedback from our customers and are continually looking at ways to improve our service.

prices and tax charges

All prices are shown in sterling, and include 17.5% VAT, where applicable.

We do not currently provide an international service. However, in the future, orders from outside the UK or European Union will be supplied VAT free, and a copy of your ex VAT receipt will be emailed to you. Local import duties may be payable by you on receipt.

privacy policy

If you subscribe to our mailing list and newsletter, you will be asked to register your email details. Your financial details will be held by Paypal and not by Lucy Magicmaker.

The type of information we will collect about you includes :

- Your name
- Address
- Phone number
- E-mail address
- IP address for the computer you are using

We will always treat the information we collect from you as personal and confidential. Your details will only be used to complete orders, provide you with the best possible service and, if you have requested, to enable us to send you information about promotional offers and new products or services.

Your personal information will not be passed or sold to any third party or company (unless we are legally obliged to) without your permission.

All personal data held is in accordance with The Data Protection Act 1998. Further details on this Act can be found on the Information Commissioner's website at www.informationcommissioner.gov.uk

Under the Data Protection Act, you can check the information we hold about you by emailing us at dataprotection@lucymagicmaker.com; by calling us in the UK on 07887 713 489; or by writing to us at Lucy Magicmaker, Three Edgar Buildings, George Street, Bath Spa, England, BA1 2FJ. If you find any inaccuracies in your data held, you can ask us to amend or delete your data promptly and in accordance with your wishes.

If we intend to transfer your information outside the EEA (European Economic Area), we will always obtain your consent first.

If you would like to remove your details from our newsletter mailing list, please email mailing@lucymagicmaker.com, or click automated unsubscribe function at the base of each online mailing sent to you.

These terms and conditions may be updated from time to time, so please check this document each time you submit personal information. All recent revisions will appear within this document.

The operator of the website registered under www.lucymagicmaker.com is Lucy Magicmaker, Three Edgar Buildings, George Street, Bath Spa, England, BA1 2FJ.

security

We want you to shop online with confidence. When you place an order using the Lucy Magicmaker website, your credit card details are processed by *Paypal*, an accredited payment service provider. *Paypal* protect your credit card details from interception because they scramble (or encrypt) the details before they are sent from your computer to theirs. Depending on your browser, you will see a different confirmation that your connection is secure, but for the most common browsers, you will see a closed padlock at the foot of your screen.

Our server and backups used to store the information you give us when you register or make an order (including your credit card details) are held in a secure environment behind firewalls and are password protected.

Secure transmission is used to send your personal information between the website and our server, and to other servers required for fraud detection and credit card processing.

If you are 16 or under and wish to submit personal information via the Lucy Magicmaker website, we can ask for evidence of your parent/guardian's explicit permission beforehand. Users without this consent are not allowed to provide us with personal information.

cookies

Cookies are very small text files saved to your computer used to track user navigation around a website. Session cookies are also used to store information on which content has been seen by a user to help us provide you with a better user experience.

Lucy Magicmaker uses measurement and analysis tools to gather information regarding visitors to our site using cookies, log file data and code which is embedded on the website. This type of information is used to help improve services. You can usually modify your browser to prevent this happening.

trade descriptions act

The final wrapped products contains small parts, and are not suitable for children under three years of age.

Every care has been taken to ensure that the descriptions and specifications of the products on this website are correct. All handmade products may vary individually since they are hand made originals. The book is also occasionally revised and may vary from one imprint to the next.

Our products are not for resale.