

## terms and conditions

The aim of this document is to help you with the following subject related queries:

- delivery policy and options
- UK customer care (including cancellations and refunds)
- be kind to the environment
- book care
- book availability
- to pay for your order
- complaints
- prices and tax charges
- privacy policy
- security
- cookies
- trade descriptions act

## delivery policy and options

Please place your order online by 1pm (Mon-Fri) to choose from the following delivery three options within England, Scotland, Wales, Northern Ireland, and Republic of Ireland :

Each single packaged copy of the hardback book weighs more than 500gms :	Final Packaged Cost in Sterling £ :
Option 1 : Royal Mail Special Delivery Next Day	£7.50
Option 2 : Royal Mail First Class	£3.50
Option 3 : Royal Mail Second Class	£2.75

Postage costs for multiple book orders will be calculated at the point of checkout.

Subject to book stock availability and credit/debit card authorisation, we aim to despatch all orders, made by 1pm (Mon-Fri), on that same day.

**Option 1 : Special Delivery Next Day.** If you place your order online by 1pm (Mon-Fri), and request the Royal Mail Special Delivery Next Day option, you should receive your package by 1pm on the following working day.

**Option 2 : Royal Mail First Class.** If you place your order online by 1pm (Mon-Fri), and request the Royal Mail First Class option, you should receive your package within 1-2 working days.

**Option 3 : Royal Mail Second Class.** If you place your order online by 1pm (Mon-Fri), and request the Royal Mail Second Class option, you should receive your package within 3-4 working days.

The above postage options apply to business and residential addresses within the United Kingdom. There can sometimes be delays, given sudden increased demand for the product, for which we apologise. Special Delivery Next Day goods require a signature upon receipt. All goods have proof of posting.

Orders will be dispatched on a first-come, first-served basis (within each postage option). No special priority is given, except at the discretion of Lucy Magicmaker, and in accordance with book stock levels.

The book is currently only available in England, Scotland, Wales, Northern Ireland and Republic of Ireland (excluding the Channel Islands which are considered to be international destinations).

We do not currently provide a wider international service.

A single copy of the book weighs over 500gms when wrapped and ready for posting.

It is possible for the book to be delivered, as a gift, to a separate address to that stated on the invoice. In some cases, the book 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.

Wider International delivery will be available shortly. In the future, all overseas orders will be sent by International Courier. All International packages will be traceable during transit. Again, a signature will be required upon receipt. For future international orders, please allow 10-15 days for delivery from the point of order.

For future orders delivered to a country within the European Union, your invoice will include VAT, to be charged at 17.5%. For future orders being delivered outside the European Union, you will not be charged VAT, but you will be responsible for any customs or import duties levied once the goods reach your country. Because we have no control over these charges, we cannot predict what they might be.

## 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](mailto: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](mailto: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

Each book is FSC certified using paper made from FSC certified plantation wood – a sustainably resourced product which does not deplete the earth's forests.

The swing ticket is entirely handmade using beautiful Khadi papers from the Orient. The white tissue paper is acid free, and the final product is hand tied with natural raffia.

Lucy Magicmaker constantly seeks more ways to be kind to the environment, and we ask that you recycle any unwanted packaging thoughtfully.

## book care

This book has been made with care using 150gm paper designed to withstand much turning of the pages, although we ask that you treat the book gently if you wish to keep it looking at its best.

Please keep the book away from both fire and water, and damp environments. The cover is not designed to come into contact with water.

This final wrapped product contains small parts, and is not suitable for children under age of five years of age.

## stock availability

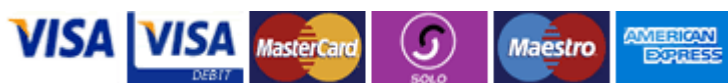
We try to ensure that we have good stock availability of the book. However, there are times of sudden increased demand, when we may run out.

If the book you have ordered is not in stock, we will do our best to work with our printers to produce it for you as quickly as possible. If we cannot deliver it to you within our delivery policy, we will email you with the option to cancel your order. We will of course notify you if your chosen book is not available.

## 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 UK addresses only.

## complaints

In the event of you having a complaint or problem with the service or products offered by Lucy Magickmaker, 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 10:00 a.m. and 6.00 p.m. (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 [customercare@lucymagicmaker.com](mailto:customercare@lucymagicmaker.com), and we'll get back to you as soon as possible.

All complaints will be acknowledged within one working day and will be resolved 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.

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](http://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](mailto: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](mailto: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](http://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 product contains small parts, and is not suitable for children under age of five years.

Every care has been taken to ensure that the descriptions and specifications of our products on this web site are correct. The book is occasionally revised from one imprint to the next imprint and may vary from each imprint.

This product is not for resale.