

Terms and Conditions

Last updated: [Insert Date]

Welcome to **Cherry Tree Lane**. These Terms and Conditions outline the rules and regulations for using our website and purchasing our handmade Jesmonite home décor products.

By accessing this website or placing an order, you agree to be bound by these Terms. Please read them carefully before making a purchase.

1. About Us

Business Name: Cherry Tree Lane

Website: www.cherrytreelane.shop

Email: cherry.tree.lane.info@gmail.com

Location: United Kingdom

We create and sell handmade Jesmonite home décor items, including trays, coasters, candle holders, and other decorative pieces.

2. Handmade Nature of Products

All our items are **handmade** and therefore may vary slightly in color, texture, and finish from the photos shown on our website. These variations are part of the charm of handmade products and are not considered defects.

3. Orders and Payment

- All prices are listed in Pounds Sterling and are subject to change without notice.
 - Orders are accepted once full payment is received.
 - We reserve the right to refuse or cancel any order if fraudulent or suspicious activity is suspected.
 - Payment can be made via [PayPal, debit/credit card].
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4. Shipping and Delivery

- We currently ship to UK only.
 - Processing times: Please allow 3-5 business days for your order to be handmade and prepared before dispatch.
 - Shipping times may vary depending on location and courier service.
 - We are not responsible for delays caused by postal services, customs, or incorrect delivery information provided by the customer.
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5. Returns, Refunds, and Exchanges

As all our items are handmade:

- We only accept returns or exchanges for items that are **damaged or defective** upon arrival.
 - To report an issue, please contact us within **14 days** of receiving your order with your order number and clear photos of the item.
 - Refunds or replacements will be processed once the issue is verified.
 - Custom-made or personalized items cannot be returned or exchanged unless faulty.
 - Return shipping costs are the customer's responsibility unless stated otherwise..
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6. Product Care

Jesmonite is a durable yet delicate material. Please handle your items with care:

- Avoid dropping or exposing them to extreme heat or moisture.
 - Wipe clean with a soft, damp cloth; do not place in a dishwasher.
Failure to follow care instructions may result in damage, for which we are not responsible.
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7. Intellectual Property

All content on this website — including images, text, designs, and product descriptions — is the property of **Cherry Tree Lane** and protected by copyright law.

You may not reproduce, distribute, or use any materials without prior written permission.

8. Privacy Policy

Your privacy is important to us. Any personal information you provide (such as your name, address, and payment details) will be handled in accordance with our **Privacy Policy**, which you can read via the link on our website..

9. Limitation of Liability

We are not liable for:

- Any indirect, incidental, or consequential damages resulting from your use of our website or products.
 - Allergic reactions or misuse of products after purchase.
- Our total liability shall not exceed the amount paid for the product(s) in question.
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10. Changes to These Terms

We reserve the right to update or modify these Terms at any time. The latest version will always be posted on this page with the date of revision. Continued use of our website constitutes acceptance of any changes.

11. Contact Us

If you have any questions about these Terms and Conditions, please contact us at:
cherry.tree.lane.info@gmail.com