



## Terms and Conditions

### Prices

We reserve the right to update prices as appropriate on our website.

### Fabrics

Many of our crewel fabrics are handmade. There may be some minor variations in colour or irregularities in texture in both the embroidery and the base fabric. These are considered normal in such textiles. A new batch of the same fabric may vary slightly in colour from previous batches. Our Turkish kilim fabrics may also vary slightly between batches.

### Laundering

We recommend that all our cushion covers are dry cleaned. As some of our fabrics are handmade, there is a chance that they could shrink, or the colours could run, or the embroidery could loosen, if the fabrics are machine washed. Some of our cushions have pompoms or tassels which may also be damaged. We will not be held responsible for any damage caused to our cushion covers due to machine washing.

### Delivery

Our cushion covers are sent via Royal Mail second class postage. We offer free delivery to all UK addresses. There will be a delivery charge for postage to addresses outside the UK. If you are ordering one of our products from outside the UK please contact us for details of the postage costs.

### Despatch

After you have placed your order we aim to despatch your parcel within two days. We do not despatch parcels on Saturdays or Sundays. If your order is a large one, it may take a little longer before despatch.

### Returns Policy

If you are unhappy with your cushion cover for any reason, you can return it for a full refund, as long as the product is in the same perfect condition as when you received it. We do not pay the return postage costs. If the packaging is damaged, please do not accept delivery. In such cases please contact us as soon as possible.

### Payments

We use a secure online payment system, which allows you to make your payment via Paypal or using your credit or debit card. Please contact us if you would like to pay by cheque or via BACs. When your payment is made via Paypal we do not have access to any of your bank details.

### Data Privacy

Our data privacy policy was updated in accordance with the new GDPR regulations introduced in May 2018. We keep data from our customers for 3 years. If you have purchased cushions or fabric samples from Just Cushions via this website, we will have the following information on our records: your name, address and email address. This data will never be shared with any other company. If we have met you at a show, and discussed a possible order, we may also have your telephone number on our records. We occasionally send out emails to our customers (an average of 2 emails per year) to give information about the shows that we will be attending and some new products. You can

unsubscribe from these emails at any time. If you would like to see the personal information that we hold about you, please contact us by email at [debbie@justcushions.co.uk](mailto:debbie@justcushions.co.uk) and we will respond as soon as possible.

#### Copyright

The Just Cushions logo, text and images on our website [www.justcushions.co.uk](http://www.justcushions.co.uk) are the property of Just Cushions. Any unauthorised use or reproduction of any part of this website will be regarded as a copyright infringement.

#### Law

Any dispute arising from or connected with these Terms and Conditions is subject to the British courts of law.

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