



## **Our terms and conditions of business**

These terms and conditions form the basis on which you can visit and use our website. Please read them carefully as they contain important information. The term 'Beespoke Party Box' or 'us' or 'we' refers to the owner of the website whose registered office and trading address is Beespoke Party Box, 27 Fleming Drive, Fairfield Park, Hitchin, Hertfordshire, SG5 4FF. The term 'you' refers to the customer or viewer of the website.

### **GENERAL TERMS AND CONDITIONS**

This site is owned and operated by Beespoke Party Box. If you have any questions about these terms and conditions or if you have any comments or complaints on or about our website, you can contact us at (/contact).

### **OWNERSHIP OF RIGHTS**

All rights, including copyright, in this website are owned by or licensed to Beespoke Party Box. Any use of this website or its contents, including copying or storing it or them in whole or part, other than for your own personal, non-commercial use, is prohibited without our permission. You may not modify, distribute or repost anything on this website for any purpose.

### **Order**

All bookings are confirmed by email within 24 hours. We will contact you by e-mail or telephone regarding any delivery delays. Please note our initial email confirmation simply acknowledges your order it does not confirm it or make it legally binding. The order between Beespoke Party Box and you, the customer, is only accepted when the payment has been processed, stock allocated, and the order has been dispatched. We do reserve the right to decline your order, if that's the case we will contact you if we require further information or we are unable to fulfil your order for any reason.

Payment is due at the time of ordering. Beespoke Party Boxes will only be despatched following full payment. Payment can be made by bank transfer, cash or cheque. Cheque payments will need to clear the bank prior to despatch. Payment is taken as confirmation of acceptance of terms and conditions. If you are buying direct through the website shop, card payments can be used.

### **AVAILABILITY**

All orders are subject to acceptance and availability. If the Goods you have ordered are not available from stock, we will contact you by e-mail or phone. You will have the option to wait until the item is available from stock or to cancel your order.

### **Delivery**

For all UK deliveries, unless otherwise stated, Beespoke Party Boxes will be delivered by the Royal Mail, second class and signed for service. UK delivery will usually be within 5-7 working days from order. We aim to process your order in a quicker time wherever possible. At particularly busy times, delivery times may be longer, this will be notified to you at the time of the order. Boxes will be hand delivered at a time convenient to you if you live within 10 miles of SG5 4FF.

If you have a query about an order you have not received yet, please call us on 07703 809953 or email [jennymacdonald@beespokepartybox.com](mailto:jennymacdonald@beespokepartybox.com). If you have an item missing you must inform us within 7 working days of the receipt of your parcel. We cannot send any missing items if you have not

informed us within 7 days. We must be notified of an undelivered parcel within 30 days of ordering. After 30 days, if you have not received your parcel and you have not informed us, we cannot refund or replace items.

## **Damaged items**

If any items have been damaged in transit, please contact [jennymacdonald@beespokepartybox.com](mailto:jennymacdonald@beespokepartybox.com) within 48 hours of receipt and a replacement will be organised.

## **Returns**

We pride ourselves on shipping high quality goods. If for any reason you are not completely satisfied with your purchase, please return your complete Beespoke Party Box within 14 days of delivery for a refund of the purchase price.

Please return the box via Royal Mail Signed for service and include the reason for return. Please ensure that the items are packaged carefully in their original packaging and send to:

Beespoke Party Box - Returns  
27 Fleming Drive  
Fairfield Park  
Hitchin  
SG5 4FF

Individual items are not accepted for return, the Beespoke Party Box must be returned in full. All goods within the box must be unopened and still in their original packaging to qualify for a refund. However, please note that it is not possible to return any personalised items as these are bespoke items which have been made especially for you. We are not able to cover or refund return postage costs.

Your refund will be issued within 14 days from the time of receiving the return package. Refunds will be issued to the original funding source.

## **Event photography**

We always encourage our customers to share pictures of their events which feature our products and we love social media. Any photos or commentary provided may be published on our website, in providing such content to us you are agreeing for this to be used publicly and for promotional purposes.

## **Complaints**

We really hope you have enjoyed shopping with us, if you are unhappy with any of our services or goods, please contact us directly on [jennymacdonald@beespokepartybox.com](mailto:jennymacdonald@beespokepartybox.com) so we can resolve your problem. We will reply to all messages within 48 hours of their receipt, excluding weekends and bank holidays.

## **Your details**

Your contact and personal details may be kept by us for future mailing and news. You may opt out of receiving emails at any time by contacting us. For more details please read our privacy policy ([Websiteprivacypolicy](#)).

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everything you need to throw **a perfect party**