

## **GILLY NICOLSON TERMS & CONDITIONS**

### **HOW TO ORDER**

Be assured that your personal details as well as your payment details are confidential. Gilly Nicolson Bespoke Bedlinen accepts the following methods of payment:

- **Bacs Transfer**  
We can provide details of our bank account over the phone or via email
- **Cheque**  
Please make payable to Gilly Nicolson, and send to the address above

### **DELIVERY**

- Delivery of your bedlinen will take between 6 to 8 weeks from time of ordering to point of delivery to you (if in the UK). Please inform us if you require your order for a certain date and we will endeavour to meet this. For orders outside the UK, we will provide you with an estimated delivery date
- In the rare occurrence of a delay in delivery being anticipated, we will contact you as soon as possible to let you know
- Delivery will be made to the address you provide at the point of ordering. If you wish to change the delivery address, please contact us as soon as possible by phone or email
- For all our deliveries, a signature may be required

### **DELIVERY CHARGES**

- Delivery for orders over £500 is free of charge in the UK
- Overseas orders will be charged at cost (please enquire)
- Delivery charge will be added to your order

### **PAYMENT**

- Because we produce a bespoke product, a 50% deposit is required in advance for all orders

### **CANCELLATION & RETURNS**

- Because your bedlinen will be custom made individually for you, your 50% deposit will be non-returnable if you decide to cancel your order. Bespoke items cannot be exchanged or refunded unless faulty
- If for any reason you are dissatisfied on receipt of your bespoke bedlinen, please contact us by phone or email