

## Terms & Conditions

### - Invoicing & Payment

You will be sent a PayPal invoice to the email address above. We will purchase your fabric and start creating your outfits after payment in full has been received. Delayed payment may risk your fabric choice becoming unavailable.

### - Postage & Dispatch

You will be charged a small fee if your order requires posting. This will always be kept to a minimum and only ever to cover costs. Once your order is ready, you will be sent an email. Please allow 5-7 working days for completion. Orders will be sent out by Royal Mail Second Class. Postage upgrade available on request and at an addition charge.

### - Queries

You can rest assured that here at Acorns and Buttons, we take care and attention when creating your outfits. We would never knowingly send out an item in sub-standard condition or which we wouldn't take pride in. Should you wish to contact us regarding your item, please email us within 14 days of receiving your order. Pre-ordered items are custom-made; therefore, unless faulty, we cannot accept returns or exchanges. We do not accept cancellation after payment has been made, but please email us if you have any problems. In the unlikely event you need to return your item, buyers are responsible for the return postage cost. If the items is not returned in its original condition, then you are responsible for any loss in value.

### - Your Order embellishments

The main fabric choice for your outfit is chosen by you, while the embellishments, such as cuffs, neckband, snap fastenings, drawstrings, eyelets, and contrasting areas, will be chosen by Acorns and Buttons. We always choose a colour to compliment an outfit and that is already in the main fabric design. Sometimes we may choose a contrasting colour. You will be notified on your Paypal invoice of the embellishment colour choice. If you have a strong preference to change our chosen colour scheme, please send us a message or email to discuss, we are happy to accommodate where possible. If for any reason there is a change to the outfit construction or colour scheme after payment has been received, we will notify you immediately.

### - Fabric Choices

Your chosen fabric choice is ultimately your decision. We may help you choose, by adding recommendations on our Facebook page. For example, prefer a romper suitable for a warmer climate, then pick a Light-Weight fabric. If you love our T-Shirt dress, but are teaming it with a great pair of tights for the Autumn, then pick a Medium-Weight fabric. All our fabrics can be made into any of our outfits, they may just have a slightly different shape, or finished looks to them – which we love at Acorns and Buttons!

### - Handmade with Love

Each piece is handmade; therefore unique. We do not use industrial machines, so you may notice a small difference between each item.

### - Love it? Pass it on!

We love seeing pictures and hearing about how much you love your little Acorns and Buttons creations, so please leave us a review on our Etsy Shop or Facebook Page.

Thank You for your order,



ACORNS AND BUTTONS

Acorns and Buttons. The Forest of Dean

Email: [acornsandbuttons@gmail.com](mailto:acornsandbuttons@gmail.com) Facebook: acornsandbuttons Etsy: AcornsandbuttonsShop