

Terms & Conditions

Details of the work

Work released for sale on-line will only be available to buy through the Feather Graphics website. Each release is representative of Helen Casey-Green's work and copyright protected, buying a textiles piece from Feather Graphics does not give the owner rights to use it for advertising, promotion or for financial gain. Please contact Helen at Feather Graphics if in doubt.

Please keep in mind the items are handmade with care, colours and patterns will vary, this is part of the unique process employed in creating each piece. Whilst every effort is made to ensure the work is accurately and clearly represented over the internet, both in terms of image, colour and given dimensions, we cannot guarantee the image will appear exactly the same on every computer screen.

Occasionally Feather Graphics may have to interrupt access to its webpages in order to update and modify information, we will alert customers that this is happening on the affected pages, as soon as possible for the duration of the modifications. We cannot be held responsible for any breakdown of internet connection or loss of services, which may result in half-completed or lost orders. We will however endeavour to ensure the service is accessible to you as soon as possible following any break-down or interruption.

We aim to ensure your purchase arrives at your door safely and in perfect condition. Textiles are wrapped in tissue and boxed. Packages are registered and monitored up to their delivery. We aim to have packages delivered to you within 5 working days of order confirmation, to UK destinations (10 working days all other destinations). Please do not accept any package that appears to be damaged and contact Feather Graphics immediately if you have refused a package (sales@feathergraphics.co.uk). Where goods have been damaged in transit and you have taken receipt of them, please retain the packaging, and contact Feather Graphics for how to proceed. The carrier may contact you, if the carrier requires any further information from you please respond to their enquiries to ensure any compensation can be made. The packaging must be kept for the carriers inspection.

The finest materials are used in the construction and we would expect them to last for many years. Regular cleaning would not be expected on these items, but should it be required, please follow the cleaning instructions provided. We anticipate you will be very happy with your purchase. However should you change your mind, you may return the textile piece in its packaging undamaged within 7 working days and a full refund will be given.

If you have any concerns or need any further information, please contact:
sales@feathergraphics.co.uk

Methods of Payment

The cost of buying your textile through the Feather Graphics website includes postage and packing to UK.

You may pay in the following ways:

Cheque or Postal Order made payable to: FEATHER GRAPHICS

or Credit or Debit card via our on-line secure page, or in person at The Studio.

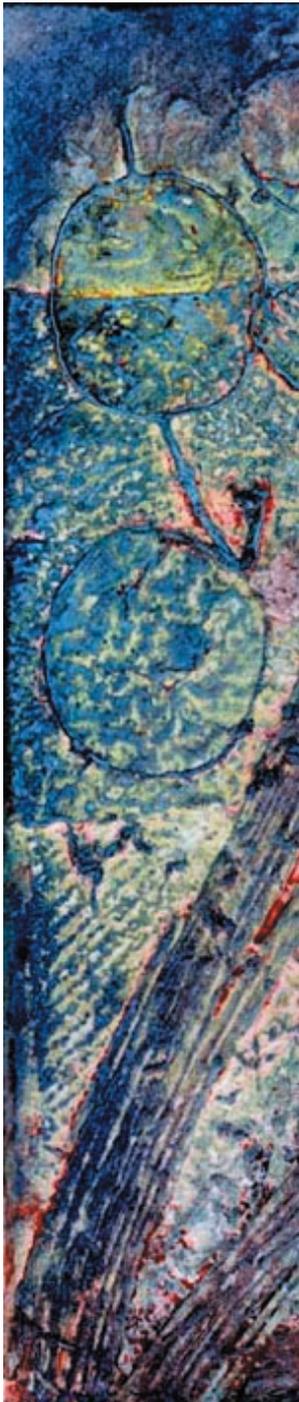
Unfortunately we cannot take credit or debit card payments over the telephone.

Security

We do not hold your credit card information beyond completion of the transaction. Nor do we retain your email details. If you would like to receive occasional mail-outs from Feather Graphics about events or advance notice of a New Release, please contact helen@feathergraphics.co.uk and request that your details are kept on our mailing list for future reference.

Helen Casey-Green

Feather G. textiles 2008



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