##### **Terms & Conditions:**

* Hold Your Horse cannot be held responsible for items lost or damaged in the post - Items will be sent to you using the postal service which you select during check out.
* A minimum of 50% of the cost of an order is payable when the order is placed, with the remainder due on completion.
* Any hair remaining when a piece is finished will be returned if requested on the original order.
* Once an order is placed Hold Your Horse must receive the items to be included, e.g. hair, ashes, teeth, within 3 calendar months of the order being placed.

##### **Returns & Refunds:**

* As the pieces are all made to order refunds will only be made if the item is faulty
* If an item is faulty please contact me before returning.
* Refunds will only be given if the fault cannot be rectified.

##### **Payments**

By credit or debit card or PayPal account:

* Payment can be made through the website using any credit or debit card or PayPal account. You do not have to have a PayPal account – just follow the non-account instructions

By cheque:

* I am happy to accept cheques made payable to ‘L D Farrington’ – note that the time taken for the cheque to clear will add time before I commence work on your order.

By BACS - bank transfer

* Just contact me for details

##### **Postage & Packing:**

Costs:

* Completed pieces will be sent by Royal Mail according to the selection which you make during check out.
* Postage & Packing cost is not included in the prices quoted on the website as the cost of postage is determined by the value of the whole package.

Delivery:

* The time from receiving your order to completion and posting is normally 2 to 4 weeks. At busier times, such as Christmas, this can be 4 to 6 weeks. If you need your order for a specific date please do let me know when you place your order or get in touch.
* If you need your order in less than 2 to 4 weeks do get in touch as it may be possible, depending on how busy I am.