



TERMS & CONDITIONS

Welcome to Creative Chaos Co. Ltd ("we", "us", "our"). By accessing or purchasing from our website [insert website URL], you agree to be bound by these Terms and Conditions. Please read them carefully before using our services.

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1. General

By using our website or placing an order, you confirm that you are at least 18 years old and capable of entering into a legally binding agreement. We reserve the right to update or change these Terms at any time, and the latest version will always be available on our website.

2. Products and Pricing

We make every effort to ensure product descriptions, images and prices are accurate. However, errors may occur. If we discover an error in the price or details of your order, we will notify you and give you the option to reconfirm or cancel. All prices include UK VAT (where applicable) but exclude delivery charges, which are shown at checkout.

PLEASE NOTE: If your order is from overseas, the recipient customer is liable for the duty when it arrives at the destination, not Creative Chaos Co. If this duty is not paid and the item is returned to us, then we reserve the right to not refund to cover the return shipping costs.

3. Orders and Payment

All orders are subject to acceptance and availability. Payment must be made in full at the time of ordering using our secure payment system. We reserve the right to cancel or refuse any order if there is a problem with payment or product availability.

4. Delivery

Please note, that we prepare most of our ideas bespoke per order so we can offer such a wide range on the site, it's not possible to keep all of these in stock. So bear with us while we prepare for you and we estimate this is usually about a week maximum turnaround, but may be slightly longer in busy periods like Christmas-time.

5. Returns and Refunds

If you change your mind, you may cancel your order within 14 days of receiving it under the Consumer Contracts Regulations 2013. Items must be returned unused, with labels, and in their original packaging. Refunds will be processed once returned goods are received and inspected.

6. Intellectual Property

All text, graphics, logos, images, and content on this website are the intellectual property of Creative Chaos Co. Ltd or its licensors. You may not copy, reproduce, or use any materials without our written consent.

7. Liability

To the fullest extent permitted by law, we shall not be liable for any indirect or consequential losses. Nothing in these Terms limits your statutory rights as a consumer under UK law.

8. Governing Law

These Terms and Conditions are governed by and construed in accordance with the laws of England and Wales. Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

9. Contact Us

If you have any questions, please contact us at:

 lorri@creativechaosco.co.uk

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