



Terms

Your Order & Payment

- Your order is being placed with CDH Creations.
Contact details are;
dianne@cdhcreations.co.uk
07909 916431
East Holme, Links Avenue, Wolverhampton, WV6 9QF
- Orders are accepted via email/messenger/online.
- Upon receipt of an order payment will be requested.
- For orders placed on line payments are processed via paypal, credit card or debit card.
- For orders placed via email/messenger an invoice will be raised and forward to you to clarify your order and request payment. Once you have your invoice and are happy with the order being placed payments are processed via Paypal. You do not need to hold a paypal account to make a payment and payments can be made via a paypal account, credit or debit card.
- We will aim to dispatch your order within 5 working days subject to stock availability. Where this is not achievable or your order contains personalised items or wedding/event favours, we will contact you to discuss delivery times.

Delivery (UK)

- Royal Mail, Standard 2nd Class - £ 3.95
- Royal Mail, Signed For 2nd Class - £ 4.95
- Parcel Force Express 48hr Delivery - £ 16.32

All event/wedding favour orders will be sent via Parcel Force Express.

For all non event/wedding favour orders we recommend Royal Mail Signed For.

Non event/wedding favour orders will be posted within 10 days of payment being received subject to stock availability.

Delivery (Outside the UK)

- Costs confirmed on request.
- Delivery times will be subject to stock availability and confirmed at the point of order.

Event/Wedding Favour Orders for 20 items or above

- At the point of order you will be asked to confirm your container choice, fragrance choice(s) and approximate quantity. A 50% deposit of your order value will be payable to secure your order and production time slot. Deposits are non refundable as supplies will be purchased at the point of order.
- No later than 1 month prior to your requested delivery date you must confirm in writing to CDH Creations your final numbers, allocated fragrances were applicable and design(s).
- Once your final numbers have been confirmed your final invoice will be raised and the balance payable no later than 1 month prior to your requested delivery date.
- Postage will be via Parcel Force Express 48hr delivery, at a cost of £16.32.

Samples

- Where you have ordered a personalised item by way of a sample, the value of the item will be deductible from your future event/wedding favour order of 20 items or more of the item ordered as a sample. To qualify for your refund please quote the refund code you would have been issued with your sample order at the point of order.

Product Descriptions

- Our photographs and product descriptions are designed to give as accurate a description of our products as we can possibly can. This said, please be aware that there may be slight variations in colour and finish due to lighting, product positioning and/or your chosen item being handmade and/or personalised.

Returns & exchanges

- Where you order has not been personalised returns & exchanges are accepted.

To qualify for a refund or exchange you must

- a) notify us via email at dianne@cdhcreations.co.uk of your request to cancel or change your order.
- b) return your original order within 14 days of your notification.
- c) Within 14 days of safe receipt of your order we will process your refund or forward on your replacement goods.

Please note in terms of postage. Postage costs to deliver your order are non refundable. You will also be responsible for the postage costs to return any cancelled orders. To return a cancelled order we would recommend using the original packaging if it is still available to you and a signed-for delivery service with proof of postage be used.

If the cancelled order is not received in its original condition you will be responsible for any loss in value.

- Personalised items can not be returned or exchanged unfortunately as they have been created to your personal specification.
- Please contact us immediately if your order is faulty or damaged via email at dianne@cdhcreations.co.uk. Do not dispose of the packaging or order.