

Terms

Please read my T&C's carefully before purchasing, by purchasing with Little Row Boat you're agreeing to these terms and conditions. These terms and conditions apply to the use of this website and by accessing this website and/or placing an order you agree to be bound by the terms and conditions set out here. If you do not agree to be bound by these terms and conditions you may not use or access this website. These terms and conditions abide by The Consumer Contract Regulations. You're welcome to print or store these terms for your own records.

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Wherever the term "Working Days or Hours" is featured, this excludes bank holidays, weekends and public holidays such as Christmas. Any holiday times will be clearly displayed on the homepage. When you place an order with Little Row Boat you will be sent an order confirmation detailing your order, this is giving you ample opportunity to correct any possible errors (such as incorrect size or colour). Should you have any complaints, please send them to the contact information detailed at the bottom of this document. These terms and conditions apply to all transactions on this site. They do not affect your statutory rights

Prices

Prices are subject to change but are correct at time of posting. Any glitches, errors or typos are not required to be honoured. If an error or inaccuracy is discovered with regards to the advertised price of the goods that you have ordered, we will contact you as soon as possible by e-mail. This will be to inform you of the correct price of the goods, and to ask you if you wish to continue with the order at the amended price, or to cancel the order altogether. Any special offers will have a clear displayed end date.

All prices are in GBP. We currently do not charge VAT on our products.

Payment

Payment is made via Create Payments (Worldpay)

Any contract for purchases made through the website will be with Little Row Boat. Little Row Boat must receive payment of the whole of the price for the goods that you order before your order can be accepted, and the contract formed.

Shipping

Your order will be dispatched within 5 working days unless you have placed a custom order directly with us. For custom orders, the dispatch time will be agreed in the order process and confirmed before any payment taken. During peak order volumes there may be extended despatch times, these will be stated on the listing and at checkout.

Postage is a flat rate depending on your location, these are listed at the time of checkout.

Should your order not arrive, please contact Little Row Boat. A full refund or a replacement will be offered once 15 days (for UK orders) has elapsed.

Returns

We ensure all items that are posted to our customers are of the highest standard but if there is ever a need to return an item we do accept returns for a full refund.

Under The Consumer Contract Regulations, your right to cancel begins from the moment you place your order, up to 14 working days after receiving your order. Your right to cancel is unconditional.

If you wish to return an item, please notify us in writing (email is fine). We will then process your return.

We would be grateful if you would return your items via recorded or tracked post, this is for your peace of mind, and ours. This is not a requirement of law, this is a courtesy request.

Please note there will be no refunds on sale items – unless faulty.

Items marked as being reduced for having a defect, damage or any other reason will be exempt from the returns policy.

Returning Custom Items:

Custom made items are exempt from The Consumer Contract Regulations – the only exception being is if they're faulty. In this case, please refer to the returns section of this document.

Contact Details:

Emma Cullen trading as Little Row Boat

Unit 9, Innovation Centre, Highfield Drive, Churchfields, St.Leonards on sea, TN38 9UH

(Visitors strictly by appointment only)

Email: hello@littlerowboat.co.uk

Tel: 07514 597498

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