

Contacting Created

Order online at www.createdgifts.org

Contact us by telephone on 0845 218 3960. Lines are open 8am to 8pm Monday to Saturday.

Or fax on 0845 218 3963.

Send the completed order form, including credit or debit card details.

Post should be sent to:

Created Distribution, PO Box 5050, Annesley, Nottingham NG15 0DL.

Send the completed order form with credit/debit card details or a cheque for the full amount made payable to Created.

Standard delivery

For postal and telephone orders we have a fixed-rate delivery charge, regardless of order size, of £4.50 per order for all UK and ROI destinations. On this standard service we aim to ship within five days, subject to stock availability, but please allow ten days for delivery. Reduced delivery charges are offered for orders placed via our website to reflect the lower costs of processing your order.

We do not despatch to non-UK destinations, except ROI. We encourage you to support alternative organisations that work in other countries. We have listed some of these in the delivery section of our website.

FastTrack delivery

An enhanced delivery service is available for an ADDITIONAL £5.50 (total £10) per order. This ensures delivery within two working days for orders placed on the INTERNET or by TELEPHONE before 11am – e.g. order before Monday 11am and delivery will be made by

6pm Wednesday. This is subject to stock availability, which will be confirmed at time of order placement. Not available for ROI, Northern Ireland or remote locations.

Satisfaction guarantee

We are confident that you will be delighted with the products you choose from Created. However, should any item not fulfil your expectations or you wish to cancel your order for any reason, simply call us on 0845 218 3960 within 14 working days of receipt of your goods and we will arrange an immediate replacement or refund. A working day is any day except a Saturday, Sunday or public holiday. If you are cancelling your order you must return the goods at your own expense, unused and in the condition in which they were supplied. Under the Distance Selling Regulations, we will then refund the price of the goods and any delivery charges paid as part of your original order. This is in addition to your statutory rights.

Returns

Items being returned under the terms of our guarantee should be sent to: Created Returns Dept, PO Box 5050, Annesley, Nottingham NG15 0DL.

Stock availability

Stocks of each item are limited, and their handmade nature and often remote source means it is not always possible for us to order further supplies. If you place your order on the internet or by telephone, availability will be confirmed, or alternative products offered where appropriate. Back orders are only accepted where we are already awaiting delivery of further stock.

Product descriptions

All product descriptions and specifications are as accurate as possible at the time of going to press. As most of our products are handmade from natural materials, there may be variations in colour, finish and dimensions. We reserve the right to alter specifications at any time. Candles and accessories are NOT included with products unless explicitly stated.

Payment

Payment is accepted in UK sterling only, by credit/debit card, cheque or postal order. Please do not send cash through the post. If you are paying by credit/debit card, your account will only be debited for the items when they are despatched. Cheques will be cashed prior to despatch.

Privacy

Created, Createdgifts and Tearcraft are trading names of Tearfund, a company limited by guarantee registered in England No. 994339 and a registered charity No. 265464 (England and Wales) and SC037624 (Scotland). Registered office: 100 Church Road, Teddington TW11 8QE. Christmas cards, calendars and other UK sourced products are supplied by Tearfund Trading Limited (TTL), company number 3779450 registered at the same address, VAT number: 731688613. TTL covenants all profits to Tearfund. Your personal details collected as a result of processing this order will be stored only by Tearfund and its appointed agents. If you would prefer not to receive information about Tearfund and its charitable activities, please write to: Tearfund Supporter Enquiries Team, 100 Church Road, Teddington TW11 8QE, or email enquiries@tearfund.org.

About your Created goods

Fabric items in this catalogue should initially be washed and treated as non-colourfast delicates: cool wash and iron. Do not use harsh bleaching agents. In particular, deep-coloured dyes may run and cause staining of lighter fabrics.

Wooden decorative items will benefit from light polishing. Food utensils should be wiped clean and occasionally oiled with a pure vegetable oil to prevent drying or splitting.

Items denoted as silver or silver-plated should be cleaned with a proprietary silver cleaning agent and buffed with a soft cloth. Anti-tarnishing treatments are also available to reduce the need for frequent cleaning.

Jewellery items conform to current UK and EU regulations controlling allowable construction materials and methods in order to minimise the likelihood of allergic reactions by sensitive skin types. Where jewellery items are described as silver, this means silver of at least 80% purity as defined by the London Assay Office, and more typically meeting the 92.5% purity standard. Items over 7.78g in weight are hallmarked according to the UK Hallmarking Act 1973.

Where applicable, toys and children's products have passed required testing for safety of paints, finishes and components and conform to the Toys (Safety) Regulations 1995.

In accordance with the Violent Crime Reduction Act 2006, knives and similar sharp objects may only be supplied to those over 18. By purchasing such an item you are declaring that you are over 18.

When using products with candles please take great care. Never leave a burning candle unattended. Keep lighted candles out of reach of children and pets and away from loose hair and clothing. Ensure they are in a suitable, stable holder on a heatproof surface away from curtains, flammable furniture and draughts. Always extinguish candles fully when leaving the room.

www.tearfund.org

tearfund

CA270-(0709)