

Terms and Conditions

Ordering and Payment:

- Orders can be placed by printing off the product sale sheet completing the form and sending by post along with your payment (cheques only).
- Goods will not be despatched until your cheque has been cleared. Cheques must be made payable to Ebony Occasions.
- All orders will be sent by post or courier. Postage and packaging mentioned on the sale sheet must be included with your payment. The cost of delivery outside the UK mainland and certain parts of the Scottish Highlands are available upon enquiry. It is the customer's responsibility to ensure somebody is at the delivery address to take delivery.
- All prices are displayed exclusive of VAT. An invoice will be sent with each order. The invoice number must be quoted on any query or correspondence.
- All prices shown are valid at the time of placing the order. We reserve the right to alter prices.

Deliveries and Dispatch

- It is expected that all orders will be despatched within 5-6 working days after receipt of payment. If you require goods within a specific time please let us know by email.

Our Return Policy:

At Ebony Occasions, we want you to be completely satisfied with your purchase, so if any product does not meet your expectations, simply return it and we will provide you with a refund or exchange, provided the following conditions are met:

- **Damages** must be reported within 48 hours of receiving the order.
- **The product has not been used:** an exchange or refund will not be given for products that have been used or that have been damaged as the result of customer misuse or neglect.
- **The product is returned in its original packaging** and the products packaging has not been damaged.
- **The product is returned within 7 days of receipt:** Absolutely no packages will be accepted after this time period. The original cost of postage and packaging is not refundable. Please return all products via a reputable courier company or an insured Parcel Post service. These posting methods will allow for tracking and compensation of lost or damaged packages. Ebony Occasions cannot accept responsibility for transit of goods being returned to us.
- **You enclose the original sales receipt** (photo copies accepted).