



## Terms and Conditions | Clay Shop

Last reviewed: December 2020

- General** Clay Shop offers a limited selection of ceramics materials available for sale to the general public. All customers visiting Scottish Sculpture Workshop must treat each other, the staff, site, neighbours and local area with respect.
- Price** All costs are offered in pounds sterling (£). Prices given are inclusive of VAT. We are registered for UK VAT. Our registration number is 384 8603 20. All prices are as displayed on the date of purchase. Prices will be reviewed and updated regularly.
- Payment** We accept payment by credit card and debit card. Our card payments are securely handled by iZettle, which adheres to PCI DSS payment card industry data security standard.
- Goods will only be offered once payment has been received in full and authorised by iZettle.
- Availability** Scottish Sculpture Workshop will endeavour to keep sufficient stock of the listed items in the Clay Shop, however we cannot guarantee stock of all items at all times. Products may vary from the items listed on the website, due to changes in availability.
- Returns** We regret that we cannot accept returns, unless the purchased item(s) is faulty. In this instance you must notify us within 5 working days of receipt of the item(s) and return them at your cost for a refund during a Clay Shop session. Provided the item(s) is in the same condition as we supplied it to you, and proof of purchase can be provided, we will reimburse the full price of the item(s).
- Complaints** The following terms and conditions do not affect your statutory consumer rights. Any dissatisfaction with any aspect of Clay Shop can be addressed to Jenny Salmean, [jenny@ssw.org.uk](mailto:jenny@ssw.org.uk).
- Your complaint will be acknowledged within 5 working days and we will keep you informed about progress. Returns for faulty items will be refunded on receipt of the items at SSW.

**Data Protection**

Information on how Scottish Sculpture Workshop collects, uses and stores personal information is available in our Privacy Notice on our website.

**Our website** All attempts are made to ensure the information provided on [www.ssw.org.uk](http://www.ssw.org.uk) at any time is accurate. We will not be held liable for any errors or omissions. We will use all reasonable endeavours to correct errors or omissions as quickly as practicable after becoming aware or notified of these.

**The Law** These terms and conditions shall be deemed to be made in Scotland. All contracts made between Scottish Sculpture Workshop and Clay Shop customers shall be governed by Scots Law and any dispute arising therein shall be subject to the sole jurisdiction of the Scottish Courts.

Scottish Sculpture Workshop is a Charitable Company Limited by Guarantee, with Scottish Charity Number SC003223.

The final authority for the organisation, and in regard to the interpretation of these terms and conditions, rests with the Board of Trustees of SSW.

Authority to take action in respect of adherence to these Terms and Conditions, and adherence to other policies of Scottish Sculpture Workshop, such as Health and Safety, is delegated to the Director and in their absence or incapacity, in turn the senior member of staff on site.