

Terms and Conditions

JBT Glass is a commercial web-presence and is the trading name of Jewellery By Trudy Limited, registered in England and Wales under Company number 10701503 and whose registered address is located at: Unit 1 Asquith Avenue Business Park, Asquith Avenue, Leeds, West Yorkshire LS27 7RZ United Kingdom.

VAT Number GB287056084

These general terms and conditions constitute the entire agreement between you and Jewellery By Trudy Limited.

Any failure by Jewellery By Trudy Limited to exercise or enforce any rights or provision of the terms shall constitute a waiver of such right or provision.

Jewellery By Trudy Limited shall not be held responsible for any delay or failure to perform or comply with its obligations under these terms if the delay or failure arises from anything which is beyond its reasonable control.

Jewellery By Trudy Limited reserves the right to vary the terms from time to time, such variations becoming effective immediately upon posting to this website and, by continuing to use it, you will be deemed to have accepted all such variations.

Shopping Through This Website

You can place orders for products of handmade art glass, gift vouchers and courses through this website. Each piece by JBT Glass is handmade to an original design and some variation in finish and colour will occur from time to time, adding to its exclusive charm as an artisan product. Indicative dimension information provided in product descriptions exists to help guide the buyer and is an approximate only, slight variations from this is typical in a handcrafted product.

Any order(s) you place through this website shall be subject to acceptance in accordance with the following terms.

Orders and Availability

In order to initiate a contract between you and Jewellery By Trudy Limited, please follow the on screen instructions taking you through the process of placing an order on the website. To place an order for product(s) complete the checkout process, confirm and pay for your order. JBT Glass will send you an order acknowledgement by email, listing the product(s) you have ordered. Please note that this email is simply an acknowledgement of your order and not formal acceptance or confirmation of your order.

Formal acceptance of your order, and the completion of the contract between you and Jewellery By Trudy Limited, will take place on dispatch of the product(s) unless JBT Glass has notified you that it has not accepted your order or you have cancelled it. Once Jewellery By Trudy Limited has accepted your order it becomes binding, subject to your rights of cancellation. Non-acceptance of an order by Jewellery By Trudy Limited will occur in circumstances including, but not limited to, the identification of a pricing, or product description, error; the ordered product(s) is/are out of stock or unavailable for any reason; or if Jewellery By Trudy Limited is unable to obtain authorisation for your payment.

The product price, as displayed, is exclusive of costs for postage and delivery.

Where payments are made via PayPal there is no requirement to have a PayPal account; your payment may be made using a range of major debit or credit cards.

JBT Glass reserves the right to withdraw any products from this website at any time and/or remove or edit any materials or content on this website. It may refuse to process a transaction for any reason or refuse service to anyone at any time at its sole discretion. Jewellery By Trudy Limited shall not be liable to you or any third party by reason of withdrawing any product from this website, whether or not that product has been sold; removing or editing any materials or content on this website; refusing to process a transaction or reversing or suspending any transaction after processing has begun.

Delivery

Items purchased may, by arrangement, be collected from the JBT Glass Studio. Postal deliveries are made using an authentic shipping service.

For UK deliveries please allow a minimum of 7 to 10 working days for goods to arrive.

International goods please allow 21 to 28 days.

Jewellery By Trudy Limited shall not accept responsibility for any delivery instructions issued by the customer. If you leave instructions requesting a parcel to be left in a different location (e.g. shed, garage, with a neighbour, etc.) Jewellery By Trudy Limited cannot accept responsibility if you fail to receive your parcel or it is damaged.

Accepted orders for delivery outside the UK may attract import duty and local sales taxes which customers will need to pay on receipt of the shipment. Any additional charges for customs clearance are the responsibility of the customer and must be paid by you. These rules vary by country and your local government determines duty and customs charges, so you should contact your local customs office for further information before contacting JBT Glass to discuss an order.

All items are packaged with care to limit, so far as possible, the risk of damage.

Commissions, Custom Designs and Variations

For commissions or customized products please call JBT Glass on 0113 8245340. In certain cases, JBT Glass may request that a part payment be made at the point of placing an order, with the balance to be paid on completion of the order and just prior to despatch. At the time of placing your order JBT Glass will give you an approximate date for delivery of your item. Commission items may, from time to time, require a specialised delivery service and carriage costs are dependant on geographical areas. JBT Glass will inform you of these costs before final settlement and will arrange a delivery with you prior to dispatch.

Cancellation and Returns Policy

Your rights in respect of purchases through this site, or by telephone, are covered by the Consumer Contracts (Information, Cancellation & Additional Charges) Regulations 2013.

You have the right to cancel your order at any time before you receive the products you ordered, by contacting JBT Glass on 0113 8245340.

If the product(s) has/have already been assigned, booked or dispatched when you contact JBT Glass, you may cancel your order within 14 calendar days of receipt of delivery to receive a full refund to include any initial postage and packaging charges.

You will be responsible for the costs of returning your item(s) to JBT Glass. JBT Glass cannot accept responsibility for parcels that fail to reach it, so please make sure you obtain an appropriate proof of posting. JBT Glass recommends that customers returning orders from outside the UK send their parcels via a registered trackable service.

You must return the item unused, with any original packaging and tags intact. Please complete the returns form supplied with your delivery. All items will be inspected on return.

Exchanges are subject to availability.

JBT Glass takes great pride in the quality of its work; however, if you feel the product you receive is incorrect or faulty, please contact us on 0113 8245340. Items found to be mis-described or faulty can be returned up to 30 days after purchase and qualify for a refund based on Royal Mail Standard Rates, or as otherwise agreed.

JBT Glass aims to process all returns within 48 hours of receipt and shall email to confirm when this has been done. Sometimes the individual processes of your bank or card provider may mean that the refund may take longer to show up on your bank statement.

Please note that JBT Glass can only accept returns that were bought directly from this website. JBT Glass cannot accept returns of JBT Glass products bought from third-party websites, outlets or shops.

JBT Glass is not able to cancel orders or accept returns on any commission, made to order or customised items unless they are found to be faulty or JBT Glass has not followed your

specification. The bespoke nature of these items means it would be unlikely to resell them owing to their unique design and appeal.

Course Bookings

The Regulations allow you 14 days (starting after the day in which you entered the agreement) to cancel the contract (the "Cooling Off Period"), unless the course you have booked commences within that 14 day period or it is otherwise agreed that the services will commence within that 14 day period.

Booking a course that commences within the 14 day Cooling Off Period means that the Regulations will not apply, and you will therefore be giving up your right to cancel. Money paid will therefore not be subject to a refund upon cancellation. In these circumstances, you consent to the commencement of our services (being the arrangement and booking of the course for you) within the Cooling Off Period, pursuant to Regulation 13(1)(a).

To cancel your course, in the first instance, call JBT Glass on 0113 8245340 or email info@jbtglass.co.uk or use the Contact form on this website.

Workshop Vouchers

JBT Glass Workshop Vouchers are valid for one year from the date of purchase.

JBT Glass Workshop Vouchers cannot be replaced if lost, stolen or destroyed.

JBT Glass Workshop Vouchers cannot be exchanged for cash or other denominated vouchers.

If a subsequent workshop purchase is for a higher amount than the face value of the JBT Glass Workshop Voucher(s), the difference can be made up with a PayPal payment or bank transfer under a separate invoice. If it is a lesser amount, then change cannot be given.

JBT Glass Workshop Vouchers cannot be used in conjunction with any special promotions, discount tokens, coupons or cards, advertised and operational from time to time.

JBT Glass Workshop Vouchers may not be sold to any third party without the consent of JBT Glass. Any such consent may be subject to any conditions which we impose at the sole discretion of JBT Glass. Under no circumstances may you sell the JBT Glass Workshop Vouchers through the internet or auction sites without the express written consent of Jewellery By Trudy Limited, which you must seek to obtain before initiating any such sale. We reserve the right at all times to refuse to permit any sale of JBT Glass Workshop Vouchers by you to a third party.

Your Use of This Website

You may access this website solely for your own personal use. You must not use any content of this website for any commercial, unlawful or unethical purpose. You must not cause any nuisance, annoyance or inconvenience to JBT Glass, its customers or other users of this website.

The information contained in this website and provided by JBT Glass is for general information purposes only. Whilst JBT Glass endeavours to keep the information up to date and correct, it makes no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability or availability with respect to the website for any purpose. Any reliance you place on such information is therefore strictly at your own risk.

In no event shall JBT Glass or Jewellery By Trudy Limited be liable for any loss or damage including; without limitation, indirect or consequential loss or damage, or any loss or damage whatsoever arising from loss of data, or profits, arising out of, or in connection with, the use of this website.

Through this website you can link to other websites which are not under the control of JBT Glass. JBT Glass has no control over the nature, content or availability of those sites. The inclusion of links does not imply a recommendation or endorse the views expressed within them.

Every effort is made to keep the website up and running smoothly. However, Jewellery By Trudy Limited takes no responsibility for and will not be liable for the website being temporarily unavailable due to scheduled or emergency maintenance, nor technical or other issues beyond its control. Jewellery By Trudy Limited reserves the right to suspend access to this website at any time for operational, regulatory, legal or other reasons.

Intellectual Property

Copyright in original content (text and graphics) contained in the website is held by Jewellery By Trudy Limited, trading as JBT Glass.

Privacy Policy

Jewellery By Trudy Limited will only ever use personal information submitted in the "Contact" form in this website for these purposes:

- To use the contact email address or supplied telephone number to reply to the submitter in order to answer an enquiry;
- To review the opinions of site visitors;
- To prepare statistical data, to evaluate the performance of the website, in a form which individuals cannot be identified.

Personal data submitted via the contact form will be held only for as long as is necessary to fully respond to an enquiry, unless the enquiry leads to contractual relations.

Sales

At the checkout area of this site the PayPal payment process collects personal information about you. This information can identify you and includes details such as your name, mail address and email address. It is used to fulfil product orders or to respond to enquiries. Personal information held in connection with purchases of JBT Glass products and services will be held for a minimum of six years.

Such data will never be passed to a third party, except when compelled by Law.

Policy

Any changes made by Jewellery By Trudy Limited to its privacy policy, will be posted to this website so visitors remain aware of what information is collected and how it is processed.