

ALICEKAY-WOOD.COM POLICIES

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Updated March 2025

Terms and Conditions

By accessing or using alicekay-wood.com, you agree to be bound by these terms and conditions. If you do not agree with any part of these terms, please do not use our services.

1. No Refunds or Returns

All sales are final. We do not offer refunds, returns, or exchanges for any products purchased through our website. Please review your order carefully before completing your purchase.

2. Damaged Products

If a product arrives damaged during shipping, you may be eligible for a replacement. To request a replacement, you must email photographic evidence of the damage to alice@kay-wood.co.uk within 14 days of receiving the item. Replacement requests submitted after this period will not be accepted.

3. Shipping Restrictions

We currently only ship to addresses within the United Kingdom. Orders placed with shipping addresses outside the UK will be cancelled and refunded.

4. Copyright and Intellectual Property

All content on this website and within the published works, including but not limited to book descriptions, images, and other materials, is the intellectual property of Alice Kay-Wood. You may not reproduce, distribute, modify, or use any content without prior written permission from us.

5. Pricing and Availability

Prices and availability of products are subject to change without notice. We reserve the right to modify or discontinue any product at any time without liability.

6. Limitation of Liability

We are not responsible for any indirect, incidental, or consequential damages arising from the use of our website or products.

7. Contact Information

For any enquiries regarding these terms and conditions, please contact us at alice@kay-wood.co.uk.

Privacy Policy

We are committed to protecting your privacy. This privacy policy explains how we collect, use, and safeguard your personal information when you visit our website and use our services.

1. Information We Collect

We may collect the following types of information:

- Personal Information: Name, email address, billing and shipping address, payment details.
- Order Information: Details about purchases and transaction history.
- Technical Data: IP address, browser type, and cookies for analytics and website functionality.

2. How We Use Your Information

We use the information collected to:

- Process and fulfil orders.
- Provide customer support.
- Improve our website and user experience.
- Send order updates and promotional emails (if opted-in).

3. Data Protection

We implement appropriate security measures to protect your personal data from unauthorised access, alteration, or disclosure. However, no method of transmission over the internet is completely secure.

4. Third-Party Sharing

We do not sell or rent your personal data. However, we may share information with:

- Payment processors for transaction handling.
- Shipping providers to deliver orders.
- Legal authorities if required by law.

5. Cookies and Tracking Technologies

We use cookies and similar tracking technologies to enhance user experience and analyse website traffic. You can manage cookie preferences through your browser settings.

6. Your Rights

You have the right to:

- Request access to the personal data we hold about you.
- Request correction or deletion of your personal data.
- Opt-out of marketing emails by using the "unsubscribe" link.

7. Updates to This Policy

We may update this privacy policy from time to time. Any changes will be posted on this page with an updated revision date.

8. Contact Information

For any privacy-related enquiries, please contact us at alice@kay-wood.co.uk.

Return Policy

1. No Returns or Refunds

At alicekay-wood.com, all sales are final. We do not accept returns or issue refunds for any products purchased through our website. Please review your order carefully before completing your purchase.

2. Damaged Products

If your order arrives damaged during shipping, you may be eligible for a replacement. To request a replacement, you must:

- Email photographic evidence of the damage to alice@kay-wood.co.uk.
- Submit your request within 14 days of receiving the item.

Requests submitted after this period will not be accepted.

3. Contact Information

If you have any questions regarding this return policy, please contact us at alice@kay-wood.co.uk.