

# Terms and Conditions

Our Terms and Conditions have been updated to comply with the 'Distance Selling and Consumer Contracts Regulations' which came into force on 13th June 2014.

At Radiance Stained Glass we'll endeavour to deliver the best possible service and are happy to answer questions about our stained-glass panels, screens and hangings which are not covered by this information.

## Ordering and delivery times

We are happy to receive orders for any panel shown in our website galleries or on our Facebook page. Orders for variations to these, or commissions to design and make new work to meet your particular requirements, are also welcome.

If new work is commissioned, or variation to an existing gallery piece requested, you will have the opportunity to approve the design before payment is taken and construction begins.

If you order an existing gallery piece through the secure PayPal system, the order form allows you to suggest simple changes such as colour preference. Full payment will be taken at the point of order and we'll include your requested change. If necessary, we'll contact you for clarification about any request - this may cause a short delay in the making/delivery of your finished panel.

Please allow 14 days for us to hand make small to medium panels then up to another week for us to send them out to you - longer at busy times or if you've commissioned a larger panel or modesty screen. If we expect delivery times to be longer than this, we will endeavour to notify you.

Delivery dates for commissioned panels and screens will be agreed as part of the commissioning process.

Panels listed in the website 'Available Today' gallery will be sent within 2-3 working days of the order being validated. If one of these pieces sells out before we remove it from the gallery, we will offer you the option to cancel your order or maintain it accepting the timescales listed above.

## Cost and Payment

The cost of a panel will vary according to size and the complexity of its design. By browsing our galleries you'll appreciate the range and costs of pieces we currently offer or have made in the past.

If a small variation to an existing gallery piece is requested, the cost will remain broadly similar to that shown.

Payment for new work commissions, or significant variation to an existing gallery piece, will only be taken once the design has been formally agreed by you. Payment in full will be necessary before construction begins.

Payment can be made via the secure PayPal system on this website or by cheque (which will need to clear before we consider the order valid).

### Post and Packaging

Post and packaging will be charged on top of panel prices unless we specifically state otherwise.

Details of UK postage charges are included in the document "A Note about Pricing and Postage". This is held on the Radiance Stained Glass F.B page but there is also a link to it from the 'Commissioning Work' tab of this website.

Postal bands are correct at time of publishing this note (June 2014) but will be subject to increase over time.

Non UK p&p can be quoted upon request. UK p&p fees will be added automatically during the PayPal ordering process and will appear on your bill before checkout.

If you collect your panel in person there will be no p&p fee.

### Technical information

All dimensions listed in website galleries are approximate. If the precise size of a panel is important, please stipulate this in writing.

Lead will naturally oxidise and darken over time. To speed up and even out this process we use a chemical patina. Only the front surface of panels will be treated with patina and later polished. Both sides of hanging panels will be treated with patina and polished.

If polished surfaces are scratched, the natural colour of the lead becomes visible once more - this can be re-darkened with Aga polish if desired.

Glass suppliers are sometimes unable to resupply exactly the same glass used for some gallery items. In these circumstances, we reserve the right to carefully select a replacement glass which will not affect the aesthetic integrity of the panel. If we are uncertain about any substitution, we will e-mail you a photograph of our proposal.

Handmade stained glass does not have machined lines or regular edges, they will not be perfectly square or perfectly flat and the colour and thickness of lead or glass elements will vary in many subtle ways - no two panels will ever be completely identical.

Small bubbles or surface markings do not constitute a manufacturing flaw in Art glass.

### Returns

In the unlikely event that you have a problem with your panel, please notify us via e-mail within 14 days of receiving it. We hope to resolve any issues at this stage or, if necessary, walk you through the returns process.

You have the right to return a panel within 14 days of receiving it. Returned panels must be posted back to us in the original packaging and at your expense. We will fully refund the cost of any panel safely returned to us but will only refund the p&p fee if it is found to be faulty.

Refunds are not granted for commissioned pieces (including requested alterations to gallery pieces such as colour choice or size) unless the panel is found to be faulty.

Any refunds will be issued within 14 days of receiving the returned panel at Radiance Stained Glass.

#### Data Protection and Site Ownership

Any personal information given to Radiance Stained Glass will not be passed to any third party. Information will only be used by us in connection with your original reason for giving it i.e. the creation, delivery and aftercare of your stained-glass panel or administration matters related to attendance on a stained glass taught course. For GDPR compliance, please see our full Privacy policy (held here on this website and as a separate F.B note).

The content of the Radiance Stained Glass website and F.B page is the property of Radiance Stained Glass. Our contact details are available at [www.radiancestainedglass.co.uk](http://www.radiancestainedglass.co.uk) but you can also contact us via our F.B page.

Radiance Stained Glass is owned by M.J Shand as a sole trade. All Radiance Stained Glass designs are owned by M.J Shand and permission to copy them by other parties will *always* be refused.

The Distance Selling Regulations can be found here ...

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