

LollaMac  
**Wholesale Terms & Conditions**

**Enquiries**

Please contact Clare via email [handmade@lollamac.co.uk](mailto:handmade@lollamac.co.uk) or by phone on 07803 987721

**Minimum Order**

Minimum order quantity is £350 (free carriage over £500) for all orders.

**Payment**

Payment is required on all initial orders by proforma invoice, payable by BACS. You will receive the invoice by email; your order and expected delivery date will be confirmed upon receipt of payment. On subsequent orders, terms are strictly net 30 days from date of dispatch.

**Delivery Times & Shipping**

Anticipated delivery times will be confirmed upon receipt of order. Please note that all items are handmade by me alone, and so it could take between 2 – 6 weeks to process your order, especially at busy times. If you require your goods by a certain date, please discuss this with me before placing your order. Orders will be shipped using Royal Mail Special Delivery. Shipping is free on orders over £500; under this amount, shipping will be charged at cost.

**Prices**

Both wholesale and recommended retail prices are shown on my pricelist; please check you have the most recent issue prior to placing an order. I reserve the right to alter these prices at any time prior to invoice. The goods you receive must not be sold below the RRP.

**Returns**

If your order is damaged in transit, please advise upon receipt, with photos. If there is any other problem with your order, please notify me in writing by email within 7 days of receipt. Any faulty items will be replaced or refunded. If you wish to return all / part of your order because you have changed your mind, I will either exchange for other items from my catalogue or accept the return less a 15% restocking fee. Please do not return goods before contacting me first. Return postage will not be refunded except in the case of faulty items.

**Variations due to Handmade**

All LollaMac items are individually handcrafted by me. There may therefore be slight variations in texture, shape, colour etc due to this, and the items you receive may not be exact facsimiles of any samples / photos you have seen. As such, these natural variations will not be deemed as faulty, and no refunds will be given.

**Privacy Policy**

I will not share any information (email, credit card, telephone numbers, address) with any third party, nor will I store credit card information of any kind. I will keep a record of your email, name, address and telephone number for future use. I only collect your name, address and phone number for shipping and enquiries, and to email you my latest offers. You can unsubscribe from my mailing list at any time. For full details of my privacy policy, please refer to my website [www.lollamac.co.uk](http://www.lollamac.co.uk)