

# *The Witch's Heart* *Terms and Conditions*

## 1) Ordering

i) Mystery boxes cannot be purchased alongside other items or other mystery boxes as they have their own shipping costs

a. The Witch's Heart reserves the right to cancel your order if you purchase both mystery boxes and other items at once.

b. The Witch's Heart will contact you regarding payment of additional shipping and/or an invoice for the additional shipping will be sent to your PayPal email account used at checkout.

c. Additional shipping fees are required to be paid before we dispatch your order. If the customer does not want to receive the items with additional shipping the whole order will be cancelled and refunded.

ii) Addresses must be complete and accurate at checkout; we are not held responsible. An incorrect address will require additional postage, paid by the customer to re-send.

## 2) Custom Orders

i) Custom orders are accepted for figure candles, novena candles, poppets and spell bags, all custom orders are paid for in advance.

ii) Custom orders may be more expensive than a pre-made product due to the customisation required, please be certain of the price before you place the order and contact us for more information if required.

## 3) Payment

i) Payment on [www.thewitchsheart.co.uk](http://www.thewitchsheart.co.uk) is only accepted through PayPal for security. You don't need a PayPal account to purchase through PayPal and can use a card through the PayPal Guest checkout.

ii) Card, cash, cheque and bank transfer payment is not accepted.

## 4) Mystery Box By ordering one of The Witch's Heart mystery boxes, you accept that:

i) The Witch's Heart mystery box is a custom order box.

ii) The mystery box should not be purchased alongside any other item due to individual shipping fees.

iii) The Witch's Heart mystery box is a pre-order purchase, unless otherwise stated.

a. Each pre-order box is dispatched on the 15<sup>th</sup>-17<sup>th</sup> of each month or the closest business day to this date if it falls on a weekend, or non-working day (i.e. holiday, bank holiday, weekend).

iv) The box price may vary month per month depending on the items.

- v) Refunds and returns are not accepted on mystery boxes unless:
  - a. An item arrives damaged (see 10. I and ii)
  - b. The box does not arrive at all after waiting 30 days UK or 60 days International

vi) If an item arrives damaged or has been missed from the box, either:

- a. A replacement item will be sent
- b. A refund for the value of the item will be sent if the item is not available

vii) Mystery boxes are based around a theme each month, each box within the month has the same contents with varying patterns and colours.

viii) The Witch's Heart Mystery Box is a single purchase order and not a subscription.

ix) By ordering one of The Witch's Heart mystery boxes, you accept the rest of the terms and conditions.

## 5) Candle Safety

i) Candle safety should be known and understood before candle products created by The Witch's Heart are purchased and burned

ii) Candle safety should be used whenever burning our products

iii) We are not at fault for damaged and injuries caused by candles used incorrectly and not according to candle safety.

## 6) Order Cancellation

i) Cancellation on order is accepted up to the date of dispatch, orders cannot be cancelled after dispatch.

ii) Custom orders cannot be cancelled once product creation has begun, please ensure you are certain about the custom order placed before it is placed and paid for.

iii) Order cancellation can be done by The Witch's Heart at any time.

## 7) Shipping

i) Orders of kits, crystals, incense, oils, altar pieces and supplies are generally dispatched within 3 working days after purchase.

ii) Orders of figure and novena candles are dispatched within 2 weeks of purchase as they are handmade to each order

iii) Orders of Mystery Boxes are dispatched on the 15<sup>th</sup>-17<sup>th</sup> of each month, or the closest weekday to this date.

iv) Shipping for the UK is £4.00 for all items

v) Shipping to the EU varies based on order weight and is calculated at checkout, orders over 2kg cannot be sent to the EU.

i. Any order over 2kg must be purchased as 2/or more orders.

vi) Shipping outside of the EU is not currently available through our website.

vii) Before be dispatch any products (including mystery boxes) shipping must be paid in full, we will not dispatch an order if the shipping fee has been withheld by the customer.

## 8) Delivery

- i) Delivery is done by Royal Mail
- ii) Delivery date varies depending on your Postal Service but generally is completed within 3-5 working days or dispatch.
- iii) The Witch's Heart is not held responsible for, and will not re-ship for free:
  - a. Failed delivery
  - b. Orders not being collected by the customer from the Postal System
  - c. Incorrect addresses on the order
  - d. Addresses returning parcels to sender/a parcel not being accepted

#### 9) Re-Shipping Orders

- i) The Witch's Heart will re-ship any orders that have been returned to us if:
  - a. The order has been returned due to a fault on our end:
  - b. If the additional shipping costs have been paid in full
- ii) The Witch's Heart will not re-ship orders if:
  - a. Additional shipping fees have not been paid in full

#### 10) Damaged Goods

- i) It is the buyer's responsibility to check goods upon arrival.
- ii) If your items arrived damaged, please contact us within 15 days of arrival with details and photographs of damage.

#### 11) Refunds

- i) Refunds are permitted on orders that:
  - a. Do not arrive after 60 days.
  - b. Damaged, incorrect or broken goods.
- ii) Refunds are not permitted on items that have been broken or damaged once with the customer.
- iii) To request a refund on an item/s please contact us at [thewitchsheart@outlook.com](mailto:thewitchsheart@outlook.com) no later than 15 days after your item has been dispatched with details of the product/order, reasons for a refund request and images of the item if required to display damage.
- iv) Refunds are not permitted due to misuse by the customer.

#### 12) Copyright

- i) All information on this website is intellectual property of The Witch's Heart, do not copy or reproduce any information found on this website.
- ii) All product photos and stock images are property of The Witch's Heart unless otherwise stated and cannot be reproduced or taken from this website for personal or business use.
- iii) The Witch's Heart owns all intellectual property on the site, any information written without reference is considered out own intellectual property and is therefore under copyright.
- iv) You may print off our terms and conditions for later use, but no information on this website can be used for commercial use without first attaining permission in physical form.

### 13) Events beyond our Control

i) The Witch's Heart is not liable if orders are delayed by external occurrences beyond our control, this includes:

- a. Holidays
- b. Strikes
- c. Lockouts
- d. Civil Commotion
- e. Shipping Delays
- f. War or the threat of
- g. Terrorist Attacks
- h. Riot
- i. Decrees
- j. Legislation Acts and Regulations carried out by government
- k. Inability for use of vehicles

### 14) Law and Jurisdiction

ii) Any dispute against The Witch's Heart is to be governed by English law.

### 15) Privacy Policy

i) We will not use any of your information, including but not conclusively:

- a. Email address
- b. Billing address
- c. Shipping address
- d. Phone number
- e. First and Last Names

ii) Some information is gathered by the website to improve use, none of this information gathered is shared with third parties.

### 16) Cookies

i) Our website may store cookies on your computer.

ii) Cookies are in no way dangerous to your computer; they cannot transmit viruses to your computer or send emails from your computer. We reserve the right to alter these terms and conditions at any time. By clicking continue you accept that you have read and agreed to the terms and conditions listed above.