

The Story Tailor

Bespoke gifts made from your child's outgrown clothing

Terms and Conditions

We want you to love your purchase from The Story Tailor. Please read through the information below so that we can manage your expectations properly and ensure you are happy with the beautiful item you order

This document, together with any document or link it refers to, outlines the terms and conditions upon which The Story Tailor provides the goods and services on our website. If you continue to browse, use and purchase from The Story Tailor website you are agreeing to comply with and be bound by our Terms and Conditions, Privacy Policy and Website Usage Policy.

In this document the term 'us', 'we' or 'our' refers to The Story Tailor – the seller of the goods. The term 'you' or 'your/s' refers to the user or viewer of the website, or the buyer purchasing from us.

Products

The Story Tailor sells two types of goods:

- **Bespoke, made to order gifts and homeware** – These items are the Story Tailor's styles tailor-made from materials (such as outgrown baby clothing or other fabrics) provided by you, the buyer
- **Limited edition gifts and homeware** – a range of one off or limited edition items made from recycled, organic, ethically produced or other fabrics sourced by us, The Story Tailor.

Prices

All prices are exclusive of VAT. Postage is included for orders shipping to mainland United Kingdom. Orders shipped outside the UK may incur additional shipping costs. Please contact us for shipping prices if you would like to place an order from outside the UK.

Purchasing from us

When you purchase an item from us through our website (www.thestorytailor.co.uk), you are making an offer to buy our goods and agree with the terms set out in this document. Once we have checked the price and availability of the item ordered, we will e-mail you as confirmation that we accept your order, and that a contract has been made between us.

An order number will be issued and included in your confirmation e-mail. It is your responsibility to ensure that the email address you have given us is correct. The order number must be quoted on all correspondence relating to your purchase, including when sending your own materials to us for use in a bespoke item.

Payment

All goods must be paid for in full when the order is placed. Items will not be produced and/or dispatched until full payment has been made.

Payments are processed through PayPal. We may accept payment by credit or debit card, or bank transfer if a request is made via our contact form before an order is placed. We reserve the right to decline a request.

On receipt of payment we will produce and/or dispatch the purchased goods within the timeframe quoted in the style's product description on our website. Should this not be possible for any reason, we will contact you to agree an alternative delivery date or refund the money paid.

Bespoke styles

- **Look and quality of your finished item** - Images relating to bespoke styles on The Story Tailor homepage and product pages are for illustration only and do not represent the actual finished item you will receive. The images are examples of the type of item The Story Tailor designers can make from your own clothing or fabric. Finished items may differ in design, size, shape, colour, quality, and finish depending on the type and quality of materials provided by you. As these styles are made from used clothing/fabrics there will be evidence of wear and tear in the finished item and this is considered part of its character, rather than a fault.

Due to the nature of these handmade items, all measurements on The Story Tailor website are approximate. Each bespoke item is unique as it is made from your clothing/fabric

- **Number of items and suitability** - It is your responsibility to provide the appropriate number of clothing items or enough fabric to make the style ordered and they must be in a suitable condition. Information on the number of items required and types of material suitable is provided in the product description sections of The Story Tailor website and on our FAQ page.

If the clothing/fabric sent is not deemed suitable, we reserve the right to cancel an order; request additional or alternative clothing/fabric to complete the item; or incorporate neutral coloured supplementary fabrics selected by The Story Tailor and without notifying you in advance.

- **Disclaimer** - By sending clothing/fabrics to us you are agreeing that The Story Tailor designers will deconstruct them, choose which fabrics to use in the finished style and how to place them in the design. We cannot guarantee that all clothing or fabrics received will be used in the finished item. You also agree that any additional materials required for the finished item, such as bindings, backing fabric, top stitch thread, etc. will be selected by the Story Tailor designers.

We cannot return clothing/fabrics in their original condition once they have been cut and prepared for assembly into the item ordered. We will recycle or reuse any off cuts from your clothing/fabric unless you specifically request otherwise when the order is placed. In this case we will return them to you with the finished item. If we don't use an item of clothing at all, we will also return it.

- **Posting materials to us** - It is your responsibility to pay any and all postage costs incurred when sending clothing/fabrics to The Story Tailor. Your order number must be included with the clothing/fabric so we know it belongs to you.

The Story Tailor is not responsible for any items deemed lost during shipping to us and recommends that you use a recorded delivery service, with appropriate postal insurance.

- **Make times** – The approximate time needed to make each style is listed in the related product description on The Story Tailor website. The Story Tailor reserves the right to decrease or increase the amount of time needed to produce a style at our discretion. Amendments to the stated make time will be agreed with you when the order is placed and your right to cancel applies.

If we are unable to complete your order within the agreed timeframe due to force majeure such as (but without limitation to) material supplies being unavailable, shipping delays, labour disputes, government or civil actions, war, national emergencies, or natural disaster we will endeavour to complete your order as quickly as possible on resolution of the issue.

Limited edition items

Some items in our Limited Edition collection are made from recycled materials. This means that parts of them may appear worn, for example washed out colours or frayed edges. This is part of The Story Tailor design and is what makes them unique or limited edition. It is also accepted that the colours depicted on screen may vary from real life and that a reasonable variation is acceptable. Limited edition items will be dispatched within 30 days of date of order.

Delivery times

All items are delivered by Royal Mail or other UK mail courier and, once dispatched by us, should arrive within 3-5 working days of dispatch. Items are shipped via recorded delivery, require a signature as proof of receipt and have a capped insurance value reflecting the retail value of the finished item.

Availability

All our styles are subject to availability. We cannot guarantee that all styles will be available at all times, and we therefore reserve the right to refuse to supply any individual or company at our discretion.

Returns, refunds, exchanges –

- **Limited Edition items** - When you order through our website you can cancel your order within 14 days of receipt and receive a full refund providing the goods have not been used and are returned in their original condition. To cancel your order please complete a cancellation form available on The Story Tailor website (www.thestorytailor.co.uk) and send it to us by emailing thestorytailor@hotmail.com.

It is your responsibility to return the item in a saleable condition and to bear the cost of return delivery. We reserve the right to deduct an amount from the refund if you have diminished the value of the item by handling it beyond what is necessary to establish its nature, characteristics and function.

If an item you receive arrives damaged, is faulty or is not the style ordered, the Story Tailor will arrange a replacement or refund.

- **Bespoke items** – The statutory right to cancel does not apply to tailor made or personalised products, which includes all styles in our bespoke collection.

If you wish to cancel an order for a bespoke item you must email us at thestorytailor@hotmail.com before sending us the clothing/fabric for that order and we will refund the full price paid. Once clothing/fabrics have been sent to us we cannot guarantee to return them to you in their original condition or refund any money paid.

We are unable to provide a refund or exchange on bespoke items unless the item is faulty. If a fault is found within 7 days The Story Tailor will pay for collection (or refund any postage costs) and fix the faulty item within 14 days of receipt (assuming availability of required materials). If a fault cannot be fixed The Story Tailor will refund the purchase price paid for the item. You agree that The Story Tailor will not compensate you for any cost relating to the clothing or fabrics submitted for use in the piece.

Due to the nature of these handmade items each finished item is unique - your item is being made from your upcycled clothes so the fabric won't look brand new – it will contain all the history of your little ones first few months. The quality of your finished piece will depend on the quality of clothing you have sent to us. If your clothes have been well worn they might be stretched or have marks on them. This can affect the look of the finished item. If the clothes you send are very delicate this might make the finished piece less durable. We will not accept returns on the basis that your finished item looks different to the examples shown on our website. However, if you are unhappy with the finished item due to the design The Story Tailor may agree to alter it for a fee. Postage of the item to and from The Story Tailor studio is the responsibility of the buyer.

- **Incorrect care or use** - The Story Tailor cannot be held responsible for damage caused by washing your piece incorrectly.
- **Returning your item** - When you return items to us please package them in the same, or similar, packaging as received. The Story Tailor cannot be held responsible for any item lost during shipping and recommends that you use a recorded delivery service, with appropriate postal insurance. Your order number must be included with the returned item.
- **Refunding your payment** - No refunds or exchanges will be made until we have received the item. Refunds will be processed via the original payment method within 14 days of receipt of the returned item.

Copyright

All designs featured on the Story Tailor website and Facebook page are copyright protected. Any attempt to reproduce our products or any of the images on our website or Facebook page will result in legal action.

The Story Tailor reserves the right to photograph bespoke pieces made from your clothing/fabrics for use in our marketing and promotional materials, both online (including Facebook, Pinterest and Instagram) and in print. If you would prefer us not to use photos of your item please let us know by e-mailing thestorytailor@hotmail.com when placing your order.

Safety - Due to the risk of Sudden Infant Death Syndrome the Lullaby Trust www.lullabytrust.org.uk recommend that you avoid using soft or bulky bedding such as quilts, pillows and duvets in a baby's cot.

Please note that The Story Tailor's products are decorative items not toys. They may contain small parts such as buttons that could be a choking hazard for young children.

Keep all products away from fires and other naked flames.

Complaints

If you have a concern about The Story Tailor, our website or any of our goods and services please contact us via e-mail at thestorytailor@hotmail.co.uk. You also have the right to use the [European Online Dispute Resolution platform](#).

Governing Law and Jurisdiction

The Story Tailor is controlled and operated in England. These Terms and Conditions along with any purchase contract entered into through our website will be governed by the laws of England and Wales.

V1 Effective September 2017

The Story Tailor reserves the right to revise our Terms and Condition, Privacy Policy and Website Usage Policy at any time and will notify you by uploading them to our website. Your continued use of the website and our services following any amendments shall constitute your acceptance of the revisions. We advise you to read the Terms and Conditions, Privacy Policy and Website Usage Policy regularly and before placing every order.