

Ordering

The minimum spend for first orders is £150. There is no maximum size for orders placed, but please note that larger quantities will require a longer lead-time. Orders can be placed by post, email, or phone. Please get in touch for the latest price list.

Payment

First orders will be made on pro-forma. Further orders can be placed on a 30-day invoice. Payment can be made by cheque, cash, or BACS transfer. Late payments will incur an additional charge. All pieces remain the property of elk Studio Glass until payment has been received in full.

Cancellation

Orders may be cancelled within 24 hours of being placed. After this time and up to 20 days a charge of 50% of the total amount placed will be required for cancellation, and thereafter the order total must be paid.

Prices

elk Studio Glass reserves the right to change its prices and designs at any time. Please get in touch for the latest price list.

Delivery

Postage is charged at cost and shipped by recorded / special delivery. Orders are shipped as soon as possible, but please allow up to 30 days from placing your order to its dispatch. Please note that orders for furnace-made pieces may take longer. When your order arrives please sign for it as 'unchecked' and inform us of any discrepancies within 7 days.

Returns

Please contact elk Studio Glass prior to returning any items. Postage costs for faulty or incorrect goods will be paid for, however postage costs for all other items will be the responsibility of the customer.

Packaging

Recycled or re-usable packaging materials are used where possible. Please state if you would like earring or business cards sending with your order and any P.O.S. material. Solid elk Studio Glass jewellery and Plant Pin boxes are available on request at an additional cost.

Care

elk Studio Glass prides itself with high quality craftsmanship, however buyers are reminded that glass is still a fragile material, and will break/chip if not handled appropriately. Pack pieces separately using tissue paper/bubble wrap etc. to avoid chipping. elk Studio Glass cannot be held responsible for any breakages caused by rough handling/wear.

Products

The sizes in the catalogue are as standard, but variations of pieces are limitless. If you would like a different colour or size in any of the products, please get in touch to discuss your requirements. Please be aware that colours may vary slightly due to the nature of the material. See www.elkstudioglass.com (trade) for a colour chart.

V.A.T.

elk Studio Glass is not V.A.T. registered.

Rights

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Duck in a Bucket

Duck in a Bucket is a partner company of elk Studio Glass, selling insect ranges to the public at www.duckinabucket.co.uk and follows the same terms and conditions as elk Studio Glass.