



# Crafted&Co. Policies

# **Privacy Policy**

Crafted&Co. ("we", "us", or "our") is committed to protecting your privacy and personal data. This Privacy Policy explains how we collect, use, store, share, and protect your information when you visit our website, use our services or make a purchase from Crafted&Co. This policy complies with applicable data protection laws, including the UK GDPR, EU GDPR, and relevant consumer privacy legislation.

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## **1. Information We Collect**

We may collect and process the following categories of personal data:

### **1.1 Information You Provide Directly**

- Full name
- Billing and delivery address
- Email address
- Phone number
- Account login details (username and encrypted password)
- Payment information (processed securely by third-party payment providers)
- Communications with us (emails, contact forms, customer service messages)
- Reviews, feedback, and survey responses

### **1.2 Information Collected Automatically**

When you browse our website, we may automatically collect:

- IP address
- Browser type and version
- Device information
- Operating system
- Pages viewed and navigation paths
- Date and time of visits
- Referring website or source

This information is collected using cookies and similar tracking technologies.

### **1.3 Information from Third Parties**

We may receive limited information from trusted third parties such as:

- Payment service providers
- Delivery and logistics partners
- Analytics providers
- Marketing and advertising platforms

## 2. How We Use Your Information

We use your personal data for the following purposes:

- To process and fulfil orders, including payment processing and delivery
- To manage your account and provide customer support
- To communicate with you about your orders, returns, or enquiries
- To improve our website, products, and services
- To personalise your shopping experience
- To send marketing communications (where you have given consent)
- To detect and prevent fraud and misuse of our services
- To comply with legal and regulatory obligations

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## 3. Legal Bases for Processing

We process personal data only where we have a lawful basis, including:

- **Contractual necessity:** to perform a contract with you (e.g. fulfilling orders)
- **Consent:** where you have explicitly agreed (e.g. marketing emails)
- **Legal obligation:** to comply with laws and regulations
- **Legitimate interests:** to operate, improve, and protect our business, provided your rights do not override these interests

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## 4. Cookies and Tracking Technologies

Crafted&Co. uses cookies and similar technologies to:

- Enable core website functionality
- Remember your preferences
- Analyse website performance and usage
- Deliver relevant advertising

You can manage or disable cookies through your browser settings. Please note that disabling certain cookies may affect website functionality.

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## 5. Marketing Communications

With your consent, we may send you promotional emails or messages about new products, offers, or updates. You can opt out at any time by:

- Clicking the "unsubscribe" link in our emails
- Updating your account preferences
- Contacting our customer support team

We do not sell your personal data to third parties for marketing purposes.

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## 6. Sharing Your Information

We may share your personal data with trusted third parties only where necessary, including:

- Payment processors to securely complete transactions
- Delivery and courier companies to ship your orders
- IT and website hosting providers
- Analytics and performance monitoring services
- Professional advisers (legal, accounting, compliance)

All third parties are required to protect your data and use it only for specified purposes.

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## 7. International Data Transfers

If your data is transferred outside the UK or European Economic Area, we ensure appropriate safeguards are in place, such as standard contractual clauses or equivalent legal protections.

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## 8. Data Security

We take reasonable technical and organisational measures to protect your personal data, including:

- Secure servers and encryption technologies
- Restricted access to personal information
- Regular security reviews and updates

While we strive to protect your data, no online system can be completely secure.

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## 9. Data Retention

We retain your personal data only for as long as necessary to:

- Fulfil the purposes outlined in this policy
- Comply with legal and accounting requirements
- Resolve disputes and enforce agreements

When data is no longer required, it is securely deleted or anonymised.

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## 10. Your Rights

Depending on your location, you may have the right to:

- Access your personal data
- Request correction of inaccurate data

- Request deletion of your data
- Restrict or object to processing
- Withdraw consent at any time
- Request data portability
- Lodge a complaint with a data protection authority

To exercise your rights, please contact us using the details below.

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## **11. Children's Privacy**

Crafted&Co. does not knowingly collect personal data from children under the age of 13. If you believe a child has provided us with personal information, please contact us so we can remove it.

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## **12. Changes to This Privacy Policy**

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements.

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## **13. Contact Us**

If you have any questions, concerns, or requests regarding this Privacy Policy or your personal data, you can contact us at:

**Crafted&Co.**

Customer Privacy Team

Email: [crafteedd.and.co@gmail.com](mailto:crafteedd.and.co@gmail.com)

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By using our website or services, you acknowledge that you have read and understood this Privacy Policy.

# Returns Policy

At Crafted&Co., we specialise in **personalised and made-to-order items**, created uniquely for each customer. Because of the custom nature of our products, please read this Returns Policy carefully before placing an order. By completing a purchase with Crafted&Co., you confirm that all information provided is accurate and that you agree to the terms outlined below.

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## **1. Personalised & Made-to-Order Items**

All Crafted&Co. products are **personalised** based on the information provided by the customer at checkout. This includes, but is not limited to:

- Names, initials, dates, or text
- Design selections
- Colours, styles, or custom options

It is **the customer's responsibility** to carefully review and verify **all details** before submitting an order.

**Orders cannot be changed, cancelled, or refunded once production has begun.**

Crafted&Co. is **not responsible for errors** resulting from incorrect or incomplete information provided by the customer, including spelling mistakes, formatting choices, or design selections.

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## **2. General Returns Policy**

Due to the personalised nature of our products:

- **All sales are final**
- We do **not accept returns or exchanges** for change of mind, incorrect personalisation details, sizing issues, or personal preference

Crafted&Co. is **not responsible for lost or damaged packages** once an order has been shipped.

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## **3. Incorrect or Wrong Items Sent (Our Error Only)**

If you receive an item that is **incorrect due to an error made by Crafted&Co.** (for example, the wrong product was sent), we will work with you to resolve the issue.

To report an incorrect item, you must email [craftedd.and.co@gmail.com](mailto:craftedd.and.co@gmail.com) and include:

- **A clear subject line** describing the issue
- **Proof of purchase** (order confirmation or receipt)
- **Your order details**

- **Clear photos** of the item(s) received

Once reviewed and approved, you will be required to **return the incorrect item to the provided return address**. A replacement will only be issued **after the returned item has been received and inspected**.

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#### **4. Condition of Returned Items (Incorrect Orders Only)**

When returning an incorrect order:

- Items must be **unused, undamaged**, and in **original condition**
- Any item that has been used, altered, or damaged will **not be accepted**
- Customers must email **photo proof** of the item's condition prior to returning

Failure to meet these conditions will result in the return being refused.

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#### **5. Errors in Personalisation Provided by the Customer**

Crafted&Co. will **not issue refunds, replacements, or returns** for:

- Spelling or grammar errors provided by the customer
- Incorrect names, dates, or wording entered at checkout
- Design choices selected incorrectly by the customer

Please double-check all personalisation fields before placing your order.

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#### **6. Lost, Damaged, or Stolen Packages**

Crafted&Co. is **not responsible** for:

- Packages lost in transit
- Packages marked as delivered but not received
- Packages damaged after shipment

Once a package has been handed over to the courier, responsibility transfers to the shipping provider.

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#### **7. Returned to Sender / Insufficient Address**

Packages may be returned to us due to an **insufficient or incorrect address**, including missing house numbers, apartment/unit numbers, or delivery details.

It is the customer's responsibility to ensure that a **FULL and accurate address** is entered at checkout.

Crafted&Co. is **not responsible for insufficient or incorrect addresses submitted by the consumer**.

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## 8. Address Changes After Ordering

If an address error is noticed **before receiving the order confirmation email**,

customers have **3 days** to request a correction by emailing

[craftedd.and.co@gmail.com](mailto:craftedd.and.co@gmail.com).

- Use a **clear and urgent subject line** (e.g. “ADDRESS CORRECTION – ORDER #1234”)

After this 3-day period, or once an order has entered production or been shipped, **no address changes can be made**.

Due to the popularity of our brand, we receive a high volume of emails daily. Clear subject lines help us respond more efficiently.

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## 9. Hygiene & Production Standards

All Crafted&Co. products are:

- Produced in a **sanitised and clean environment**
- **Cleaned after production**
- Carefully inspected before packaging

These standards are maintained to ensure quality and safety for all customers.

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## 10. Contact Information

For all returns-related enquiries, please contact:

**Crafted&Co.**

Email: [craftedd.and.co@gmail.com](mailto:craftedd.and.co@gmail.com)

Please allow time for a response and ensure your subject line clearly explains your issue.

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Crafted&Co. reserves the right to refuse any return or replacement that does not comply with this policy.