

McMillinery

Sales Terms & Conditions – Handmade Millinery

Please read the following Terms & Conditions carefully before making a purchase.

By purchasing a handmade piece from **McMillinery**, you confirm that you have read and accepted the terms outlined below.

1. Handmade Items

All hats, fascinators, hatinators and headpieces created by **McMillinery** are **handmade millinery pieces**, often produced in limited quantities or as one-of-a-kind designs.

Due to the handcrafted nature of these items, **slight variations in finish, trim placement, or materials may occur**. These variations are considered part of the uniqueness and character of handmade millinery.

2. Sales Policy

All sales are **final**.

Due to the delicate and handmade nature of millinery pieces, **McMillinery is unable to offer returns, refunds, or exchanges once a purchase has been completed**.

Clients are encouraged to contact McMillinery before purchasing if they require further information regarding **sizing, colour, styling, or suitability for their event**.

3. Bespoke Commissions

Bespoke or custom-made millinery pieces are created specifically for the client.

Once work has commenced on a bespoke commission, **the order becomes non-refundable and cannot be cancelled**, as materials and production time will have been allocated to the design.

4. Colour Representation

Every effort is made to display colours as accurately as possible through photographs and digital media.

However, colours may vary slightly depending on **screen settings, lighting conditions, and fabric dye variations**. Minor differences between photographed images and the final piece are not considered faults.

5. Shipping & Delivery

All McMillinery pieces are **carefully packaged to ensure safe delivery**.

Orders will be sent using **Royal Mail Tracked or Royal Mail Signed/Registered Delivery** to ensure secure and traceable postage.

Tracking details will be provided where applicable.

6. Delivery Responsibility

Once an item has been dispatched and handed to the courier, **delivery responsibility transfers to Royal Mail**.

McMillinery cannot be held responsible for **postal delays, courier disruptions, or circumstances outside our control**.

7. Items Damaged in Transit

In the unlikely event that an item arrives damaged during transit, the client must notify **McMillinery within 48 hours of delivery**, providing photographs of:

- the packaging
- the item
- any visible damage

This allows McMillinery to investigate the matter with the courier service.

8. Care of Millinery

Millinery pieces are delicate and should be handled with care.

Clients should avoid contact with:

- heavy rain or moisture
- hairspray, perfume or oils
- makeup or fake tan

Proper storage in a **hat box or protective container** is recommended to maintain the shape and condition of the piece.

9. Intellectual Property

All designs, images and millinery pieces created by **McMillinery** remain the intellectual property of McMillinery.

They may not be **copied, reproduced or replicated** without prior written permission.

10. Contact

For enquiries regarding purchases, bespoke commissions, or styling advice, please contact:

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