

THE LONDON ARTISAN / ONLINE SHOP

Terms & Conditions

We encourage all Designers taking part at The London Artisan to make the most of selling within the online shop. We often get emails regarding something someone has seen at The London Artisan and the TLA shop lets them continue buying before and after events.

Designers can list up to 10 products at a time with size/colour variations for each if needed. If an item has been within the shop for 6 months and not sold we may ask you to change the item for something new. Once items are listed they can be altered every 6 months or removed if no longer available **(If an item listed within the TLA Shop is no longer available you must notify us as soon as possible so that it can be removed)**

How it works

1. Fill out the online shop form and send corresponding images to us
2. Your items are added to the TLA online shop
3. When an order is placed, TLA will send an email to the designer with order details and the shipping address
4. The designer sends a reply email stating they can send the item out to the customer within 1-2 days
5. The customer receives the item and TLA issue payment to the designer using the bank details we have on record.

Product Pricing & Descriptions

All prices published within the TLA online shop are set by the designers with the inclusion of 23% commission rate set by TLA on all items and are in pounds sterling (£). We do not take commission on postage. Each product purchased is sold subject to its product description; therefore designers need to ensure that the item they send out is as described in the product listing.

*** Please do not send invoices or receipts when posting an item, we take care of all paperwork to the buyer***

Order confirmation & Delivery

Designers will be notified within 1-2 working days of any orders and must agree to post the item within 1-2 working days. If we do not receive confirmation from you within 1 day of sending the email the order will be cancelled and the buyer refunded.

Delivery Methods

Designers must use national and International courier services and/or Royal Mail recorded delivery (signature required). TLA will not take responsibility for any items not received by the purchaser and in the case of lost or damaged items the designer will have to replace or refund the item at their own cost. If required, the designer will need to provide a tracking reference or number.

Packaging

We want all customers to be happy with the standard of packaging when receiving their items and ask all designers to carefully consider this when sending an item out.

Refunds and exchanges

Customers of the TLA Shop will be able to return their items to the Designer within 12 days of purchase if they feel the item does not match the description or if the item is faulty. Once

received by the Designer, TLA will offer a full refund or the designer will send out a replacement.

Payments

TLA will issue the full payment (23% deducted from sale price on item only, not shipping), within 45 days of the sale. This time scale will alter if a replacement item has been issued to the buyer. **Please make sure the bank details we have on record for you are correct and up to date.**

Images

Designers can add more than one image per product and we encourage this as it helps sales when a customer can see the detail and item in use. **Please include a flat lay (product floating on white background) and lifestyle shots to help contextualise your work.** It is ESSENTIAL we have at least one image per product on a white background to maintain cohesive presentation.

Image requirements : 1mb / 300dpi / square images only - this avoids cropping to images / jpegs only

Images can be sent to us through email or Wetransfer website

Promotion

Items for sale within the TLA shop will be promoted through newsletters to subscribers and on social media (Instagram and Facebook).