

Teme Valley Artisans CIC

Returns & Workshops Policy

We support independent local makers and aim to provide a fair, friendly, and professional shopping experience. When you purchase from our shop, you are buying from Teme Valley Artisans CIC as the retailer.

Change of Mind Returns

- Returns accepted within 14 days with proof of purchase.
- Items must be unused and in original condition.
- Exchange or store credit only. No cash refunds.

Faulty Items

- Faulty, damaged, or incorrectly described items will be replaced or refunded in line with UK law.

Hygiene & Personal Care

- Opened or used skincare, balms, soaps, cosmetics, and personal care items cannot be returned unless faulty.

Food & Perishable Items

- Food and perishable items are non-refundable unless faulty.

Sale Items

- Sale or reduced items are non-refundable unless faulty.

Workshops & Events

- Workshops are hosted and promoted by TVA but run independently by individual makers.
- Each provider sets their own booking, cancellation, and refund terms.
- TVA is not responsible for workshop refunds. Please contact the provider directly.

Your Consumer Rights

- This policy does not affect your statutory rights under UK consumer law.

Contact

- Please contact us in-store or via our website with any queries.