



The Playful Therapist Online Shop Terms and Conditions: December 2021

Thank you for shopping at The Playful Therapist.

Please read these terms and conditions carefully before using our service.

Terms and Conditions:

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1. Definitions

The following definitions shall have the same meaning regardless of whether they appear in singular or plural

For the purposes of this policy:

- **You** means the individual accessing or using this service, or the company or other legal entity on behalf of which such individual is accessing or using the service, as applicable
- **Company** (referred to as either “The Company”, “We”, “Us” or “Our” in this agreement) refers to The Playful Therapist
- **Service** refers to the Website, online shop or social media accounts used to sell our products
- **Website** refers to The Playful Therapist, accessible from: www.theplayfultherapist.org.uk
- **Goods** refer to the items offered for sale or the service
- **Orders** means a request by you to purchase goods from us
- **Terms and Conditions** (also referred as “Terms”) means these Terms and Conditions that form the agreement between you and the Company regarding the use of the service

2. Acknowledgement

These are the Terms and Conditions governing the use of this service and the agreement that operates between you and The Playful Therapist. These Terms and Conditions set out the rights and obligations of all users regarding the use of the service.

By accessing or using our service you agree to be bound by these Terms and Conditions. If you disagree with any part of these terms and conditions, then you may choose to not access the service.

Your access to and use of the service is also conditioned on your acceptance of and compliance with the Privacy Policy of The Playful Therapist. Please read our Privacy Policy carefully before using our service

3. Links to Other Websites

www.theplayfultherapist.org.uk may contain links to third-party websites or services that are not owned or controlled by The Playful Therapist.

The Playful Therapist has no control over, and assumes no responsibility for, the content, privacy policies or practice of any third-party website or service. The Playful Therapist shall not be responsible or liable, directly or indirectly, for any damage or loss caused or alleged to be caused in connection with the use of or reliance on any such content, goods, advice, or services available on or through any such websites or services.



We strongly advise you to read the terms and conditions and privacy policies of any third-party web sites or services that you visit.

4. Delivery Policy

Usually, an order will be dispatched between 1 - 3 weeks after receipt of payment.

Due to the handmade nature of many of the resources, expected dispatch time frames will be advertised on The Playful Therapist website. You will be informed of expected delivery times once payment has been made.

5. Custom Charges and Fees

The Playful Therapist is not responsible for any custom charges or fees incurred through shipping overseas. That is the sole responsibility of the customer

6. Cancellation Rights

You are entitled to cancel your order within 3 days without giving any reason for doing so, provided that the order has not been dispatched.

In order to exercise your right of cancellation, please inform us of your decision in writing by email to: natalie@theplayfultherapist.org.uk

If your goods have been dispatched, we will be unable to cancel the order.

If your order is eligible for cancellation, we will reimburse you no later than 14 days from the day on which we received your notice of cancellation. We will use the same means of payment as you used for the order, and you will not incur any fees for such reimbursement

7. Return Policy

Our policy lasts 14 days. If 14 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange.

In order for the Goods to be eligible for a return, please make sure that:

- The goods were purchased in the last 14 days
- The goods are returned in the original packaging
- The goods are unused and undamaged
- The goods include all accessories and components
- If any goods were purchased as part of a promotional deal (for example, buy one get one free), all goods and items as part of the promotion are returned



The following goods cannot be returned:

- The supply of goods made to your specifications (including colour choice) or are personalised
- Good that have been made to order
- The supply of goods which according to their nature are not suitable to be returned, those which deteriorate rapidly, are perishable or are intimate items (no refund due to health/hygiene reasons)
- Good purchased as part of a digital download or online course/workshop
- Goods that have been sold as "imperfect" or discounted due to flaws. These items are sold as seen

We reserve the right to refuse returns of any merchandise that does not meet the above return conditions

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the amount that will be refunded to you.

If your order is eligible for a refund, we will reimburse you no later than 14 days from the day on which we received your notice of cancellation. Refunds will be issued based in the purchase price less any postage costs. We will use the same means of payment as you used for the order.

8. Returning Goods

You are responsible for the cost and risk of returning the goods to us. Shipping costs incurred are the responsibility of the customer and will not be refunded for items returned due to you changing your mind or if damaged goods are not returned within the specified timeframe. Once your return has been approved via email, we will send you the return address. Do not return the goods unless this has been approved.

We cannot be held responsible for goods damaged or lost in return shipment. Therefore, we recommend all items to be carefully packed and an insured and trackable mail service is used. We are unable to issue a refund without actual receipt of the goods.

A partial refund may be issued if the goods are not returned in their original condition to reflect any loss in value incurred during transit due to unsuitable packaging.

9. Damaged Goods

If goods arrive to you damaged, defective or incomplete, please contact us through email: natalie@theplayfultherapist.org.uk within 3 days of receiving the goods so that we can assess the damage. Your email should include a photograph/video clearly showing the damage. It is



your responsibility to contact The Playful Therapist within 3 days of receiving damaged, defective, or incomplete items, failure to do so may result in your claim not being accepted.

If the item was sent out as defective (not including items sold as "imperfect") and at the fault of The Playful Therapist, we will issue you a gift card voucher for the amount paid or send you a replacement item. You will not be expected to send the item back.

If the item was damaged in transit due to the postal/courier service, we will make a claim with the courier service at the soonest possible date. If the courier accepts full responsibility for damaging the item, we will issue you a gift card voucher for the full amount (minus shipping costs) or send you a replacement item free of charge. You will not have to send the item back

If the courier service does not accept responsibility for the damage, we will ask for you to send the item back to us within 1 calendar month and will either: re-send you a replacement item, fix the damage and re-send the original item back to you or issue you a credit note for the amount paid (minus shipping costs).

Depending on the damaged, defective or incomplete order, we will either issue you a full or partial refund or send you a replacement item at no additional cost to you. We may ask you to return the damaged/defective item to us within 14 days so that we can assess the goods for quality assurance and to identify how to stop it from happening again. If we do so, we will reimburse all postage costs, in the form of a gift card voucher once the goods have been received and proof of postage costs have been sent. You would be responsible for suitably packaging the item up. Items not returned within 14 days will not be eligible for a refund.

10. Items lost in the post

If the item was lost in transit due to the postal/courier service, we will make a claim with the courier service at the soonest possible date. If the courier accepts full responsibility for losing the item, we will issue you a gift card voucher for the full amount (minus shipping costs) or send you a replacement item free of charge. You will not have to send the item back

If the courier service does not accept responsibility for items lost in the post, we are unable to take responsibility for these items. As a goodwill gesture, will issue you a gift card voucher for 50% of the total amount of the original order (minus shipping cost)

11. Complaints

If you have any concern or dispute about goods or services, please contact natalie@theplayfultherapist.org.uk and we will do our best to resolve the dispute



12. Views Expressed Disclaimer

Comments published by users on The Playful Therapists website, social media platforms, internet search engines or other online forums are their sole responsibility and the users will take full responsibility, liability and blame for any libel or litigation that results from something written in or as a direct result of something written in a comment. The Playful Therapist is not liable for any comments published by users and reserves the right to delete any comment for any reason whatsoever.

13. "Use at your own risk" Disclaimer

All information in the Service is provided "as it". With no guarantee of completeness, accuracy, timeliness or of the results obtained from the use of this information. The Playful Therapist will not be liable to you or anyone else for any decision made or action taken in reliance on the information given by the Service or for any consequential, special or similar damages, even if advised of the possibility of such damages.

All materials sold in The Playful Therapy online sand symbol shop are purchased at your own risk. They are therapeutic tools, not toys and should be treated as such. Many of the items are a choking hazard and should be used under the supervision of an adult. Goods and items should not be consumed as they may be harmful to children, young people, adults and animals if ingested. The Playful Therapist is not liable for negative or damaging results that may be obtained by proper or improper use of this product on any person.

14. Email Marketing

By purchasing an item through this online shop and agreeing to the terms and conditions, you are giving permission for The Playful Therapist to add you to the email marketing list. All emails sent will be in connection with the products and services of The Playful Therapist and your email address or personal details will not be passed onto any third party. You can opt out of these email communications at any time

15. Changes to these Terms and Conditions

These Terms and Conditions will be reviewed annual (see date at the end of this document), but we reserve the right at our sole discretion to modify or replace these Terms at any time as needed. Changes and clarifications will take effect immediately upon their posting on the website. By continuing to access our service after those revisions become effective you agree to be bound by the revised terms.



16. Contact us

If you have any questions about our Delivery, Returns and Refunds Policy, please contact us by email: natalie@theplayfultherapist.org.uk.

Policy written by: Natalie Palmer

This Policy was last updated on: 6th December 2021
