

Keepsake order form

www.cariadkeepsakes.co.uk cariadkeepsakes@gmail.com 07739 817910



size	price	quantity	cost
Medium Bear (approx 14 in / 36 cm seated)	£50.00		
Large Bear (approx 17 in / 44 cm seated)	£60.00		
Cat (approx 11 ½ in / 29 cm long)	£40.00		
<i>Cheques payable to "Ann Addicott" please</i>		Delivery (see below)	
		Insurance (see below)	
		Total Due	

your name:	Address:
email:	phone:

Any special requests or instructions?

gift vouchers If you would like to receive your order as a gift voucher please give the recipient's name below (as you would like it to appear on the gift voucher)

signature:		Date:	
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Delivery costs below. For mixed item orders please contact me. Items can be collected by prior arrangement.

Tracked with £20 insurance	One item	Two items	Three items	Four items
Cat	£4.75	£5.95	£5.95	£7.89
Medium Bear	£5.95	£5.95	£8.39	£8.39
Large Bear	£5.95	£8.39	£8.39	£8.39

Additional insurance can be added at following rates (*Please note – if you chose not to add insurance and your parcel goes missing in transit or is damaged you will have no claim against the carrier or me for compensation*):

Parcel value up to:	£30	£40	£50	£60	£70	£150	£300
Cost of adding insurance:	£0.30	£0.60	£0.90	£1.80	£1.90	£4.50	£10.50

Please contact me on cariadkeepsakes@gmail.com to book in your order. I will then supply details of where to send your fabric & how to pay. Make any cheques payable to "Ann Addicott" please.

Cariad Keepsakes memory bears are NOT designed or intended for use as a toy as they are decorative keepsakes. In view of the individual and bespoke composition of each bear they cannot be CE approved and accordingly do not comply with any toy safety guidelines and are not deemed safe for use as a toy by Law. They are not designed or intended for use in play by children under 14 years of age.



FAQs

How many items are needed to make a keepsake?

Adult clothing: a bear or cat can be made from one single medium-large adult top although this will not achieve the patchwork effect seen on many of my keepsakes unless the fabric design allows for this. 2-3 medium-large adult tops will give this variety of colour / design but does involve wastage if only used for one keepsake.

Baby clothing: 4-6 items for a cat, 6-8 items for a medium bear, 10-12 for a large bear (new born items are a bit small for a large bear unless joined which incurs an additional cost)

Child's clothing: 2-3 items for a cat, 3-4 items for a medium bear, 4-5 for a large bear.

To be on the safe side you can always send some extra items and you can specify whether I should try and include a bit of each or only use additional items if required. Any surplus items that are completely unused will be returned to you with the order. Left over fabric from cut items will not be returned or retained.

What kind of fabric can be used?

Most fabric can be used and will be lined if necessary to avoid excessive stretch when stuffing. The fabrics should be freshly laundered but do not need to be ironed. Stained or flawed items are not necessarily an issue if I can work round any marks. If you want a flawed area specifically included regardless then please say so. Thicker fabrics work better on the larger bear.

Please avoid:

- very thick fabric (denim is fine as long as I have room to avoid the very thick seams)
- hand knitted or crochets items
- very fine or very thin fabrics including lace (although this can be incorporated if it is an embellishment rather than the main fabric)

What details can be included from the clothing?

All keepsakes are custom-made and unique. Please do specify which items or parts of items you wish to be included, or not included. If no specific requests are made, I will use my own judgement and experience with the clothing and fabrics provided to ensure the best result is achieved. It is not always possible to include every detail from the clothing sent and I will highlight this before work commences if specific requests have been made.

How should I send you the clothing?

Please ensure that the clothing is securely wrapped and I would recommend using a waterproof mailing bag. Use of a tracked delivery service is suggested for your piece of mind.

How long do orders take?

Once I receive the clothes from you I aim to get the item back to you within 3 weeks. If there is a specific date you need the item by then put a note of it in the special notes box when you order and I'll do my best.

Can I return an item?

I cannot accept bespoke items back unless they are actually faulty. Please note that there is a wide variation in how the keepsakes come out, due to the very different natures of the fabrics I receive and the final item may well not look exactly like the pictures on our product pages. If you are not happy with your order for any reason please get in touch straight away to discuss it. All return postage is the responsibility of the purchaser and I recommend that you obtain a proof of postage receipt from the Post Office.

How will my bear be delivered?

The majority of my orders are dispatched via Hermes couriers. They will attempt delivery 3 times before returning the item to me. If an item is returned after three attempts then you will be charged for re-delivery. Your bear will be wrapped in plastic and boxed to keep it safe and dry in transit.



Terms & Conditions

I reserve the right to adjust the terms and conditions as required and therefore you should read these terms and conditions each time you make a purchase.

Prices – All prices are inclusive of VAT where applicable. Postage and packaging charges must be included in your payment unless you wish to arrange to collect your finished bear.

Payment Terms – All items must be paid for at the point of order. No items will be made or dispatched until full payment has been made. Cheques payable to “Ann Burns”.

Sending your clothes for Keepsake items. It is your responsibility to provide the right number of suitable clothes. To be considered suitable the clothes must be in what I deem to be good condition for re-stitching together. If clothes are too worn when I receive them I reserve the right to refuse to use them and you will be informed and given the opportunity to send in additional clothes (with additional postage and packaging payable by you). Please do specify which items or parts of items you wish to be included, or not included. If no specific requests are made, I will use my own judgement and experience with the clothing and fabrics provided to ensure the best result is achieved. It is not always possible to include every detail from the clothing sent and I will highlight this before work commences if specific requests have been made. If you are in any doubt about the condition of the clothes, the quantity, or have any other questions about them please email me before you send them. I cannot be responsible for any items lost in the post on their way to me and therefore recommend that you use a tracked and insured service.

Disclaimer – Cariad Keepsakes memory bears and cats are NOT designed or intended for use as a toy as they are decorative keepsakes. In view of the individual and bespoke composition of each bear they cannot be CE approved and accordingly do not comply with any toy safety guidelines and are not deemed safe for use as a toy by Law. They are not designed or intended for use in play by children under 14 years of age. I make each keepsake memory bear with utmost care and attention with a home sewing machine and hand finishing. A mixture of fabrics (supplied by yourself) are used including clothes, fabrics, blankets. Eyes are beautiful, shiny glass and stitched in securely. Each keepsake is stuffed with CE approved stuffing (for flammability and cleanliness). Cariad Keepsakes does not accept any liability for the misuse of these decorative keepsakes.

Delivery – The majority of our orders are dispatched via Hermes couriers. They will attempt delivery 3 times before returning the item to us. If an item is returned after three attempts then you will be charged for re-delivery. Your keepsake will be wrapped in plastic and boxed to keep it safe and dry in transit. I am unable to accept responsibility for items once they are dispatched with the courier.

Returns, Refunds and Exchanges – I do my very best to make sure you receive the items you want, exactly as you want them. As keepsakes are bespoke, personalised items I am unable to provide a refund or exchange unless the item is faulty or incorrect due to a mistake on my part. Keepsakes can vary quite a lot in appearance depending on the material used (how stretchy it is for example) and I cannot guarantee that your keepsake will look identical to the photographs on the website. Where there is no actual fault with the item but you are unhappy with the appearance I may agree to try and alter it for a £15 fee and you will need to cover the postage back to me. Where returning items please get proof of postage and where possible use recorded delivery. This does not affect your statutory rights.

Privacy Policy – please see www.cariadkeepsakes.co.uk/privacy-cookies/