Delivery FAQ's

**Currently, we post all over the UK including Northern Ireland.**

**Delivery to Republic of Ireland can be arranged should you wish to order and arrange drop off to a local Parcel Motel point or a similar service - https://www.parcelmotel.com/**

**Delivery is free for all orders.**

**Delivery FAQ’s**

**When will my order arrive?**

- We aim to dispatch your order within 14 working days. Orders placed after 5pm Monday - Friday will be processed the next working day. We will keep you updated via email on the progress of your order when it leaves us to make its way to you. If you haven’t received your order after 18 working days, please do get in touch.

**Who will deliver my parcel?**

**-**We currently use various couriers for our parcels. Mostly Royal Mail and DPD. Some items are tracked and some aren't. If tracking is available you will be able to view this on the email you will receive when your order is fulfilled. If tracking isn't available with your dispatch email and fourteen working days has passed, please email us so we can look into this further.

**What happens if I'm not in when my delivery arrives?**

- Delivery is usually attempted 3 times. Often enough, if a customer isn't in, the courier will leave it with a neighbour and pop a delivery card through your door.

**Where can I get my parcel delivered?**

- You can have your parcel delivered to any address. To change your delivery address, enter the new address before you complete checkout.

**How will my package arrive?**

- We often try and reuse our cardboard boxes and packaging materials where we can in order to do our bit to be kinder to the environment.

**Only half my order has arrived?**

﻿- In order to keep shipping times down, some products such as duvets, bath bombs and wax melts come directly from our suppliers. The rest of your order will be fulfilled at HQ and an email will be sent when everything in the order is dispatched.

**﻿While shopping with us, we want you to be completely happy with the experience. If you have questions about us, our products, or even shipping, get in touch via our Facebook page OR email sienna-graceuk@outlook.com.**

Privacy Policy

Privacy Statement  
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SECTION 1 - WHAT DO WE DO WITH YOUR INFORMATION?  
  
When you purchase something from our store, as part of the buying and selling process, we collect the personal information you give us such as your name, address and email address.  
When you browse our store, we also automatically receive your computer’s internet protocol (IP) address in order to provide us with information that helps us learn about your browser and operating system.  
Email marketing (if applicable): With your permission, we may send you emails about our store, new products and other updates.  
  
SECTION 2 - CONSENT  
  
How do you get my consent?  
When you provide us with personal information to complete a transaction, verify your credit card, place an order, arrange for a delivery or return a purchase, we imply that you consent to our collecting it and using it for that specific reason only.  
If we ask for your personal information for a secondary reason, like marketing, we will either ask you directly for your expressed consent, or provide you with an opportunity to say no.  
  
How do I withdraw my consent?  
If after you opt-in, you change your mind, you may withdraw your consent for us to contact you, for the continued collection, use or disclosure of your information, at anytime, by contacting us at shopcassolli@gmail.com  
  
SECTION 3 - DISCLOSURE  
  
We may disclose your personal information if we are required by law to do so or if you violate our Terms of Service.  
  
SECTION 4 - SHOPIFY  
  
Our store is hosted on Shopify Inc. They provide us with the online e-commerce platform that allows us to sell our products and services to you.  
Your data is stored through Shopify’s data storage, databases and the general Shopify application. They store your data on a secure server behind a firewall.  
  
Payment:  
If you choose a direct payment gateway to complete your purchase, then Shopify stores your credit card data. It is encrypted through the Payment Card Industry Data Security Standard (PCI-DSS). Your purchase transaction data is stored only as long as is necessary to complete your purchase transaction. After that is complete, your purchase transaction information is deleted.  
All direct payment gateways adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, Mastercard, American Express and Discover.  
PCI-DSS requirements help ensure the secure handling of credit card information by our store and its service providers.  
For more insight, you may also want to read Shopify’s Terms of Service (https://www.shopify.com/legal/terms) or Privacy Statement (https://www.shopify.com/legal/privacy).  
  
SECTION 5 - THIRD-PARTY SERVICES  
  
In general, the third-party providers used by us will only collect, use and disclose your information to the extent necessary to allow them to perform the services they provide to us.  
However, certain third-party service providers, such as payment gateways and other payment transaction processors, have their own privacy policies in respect to the information we are required to provide to them for your purchase-related transactions.  
For these providers, we recommend that you read their privacy policies so you can understand the manner in which your personal information will be handled by these providers.  
In particular, remember that certain providers may be located in or have facilities that are located a different jurisdiction than either you or us. So if you elect to proceed with a transaction that involves the services of a third-party service provider, then your information may become subject to the laws of the jurisdiction(s) in which that service provider or its facilities are located.  
As an example, if you are located in Canada and your transaction is processed by a payment gateway located in the United States, then your personal information used in completing that transaction may be subject to disclosure under United States legislation, including the Patriot Act.  
Once you leave our store’s website or are redirected to a third-party website or application, you are no longer governed by this Privacy Policy or our website’s Terms of Service.  
  
Links  
When you click on links on our store, they may direct you away from our site. We are not responsible for the privacy practices of other sites and encourage you to read their privacy statements.  
  
  
SECTION 6 - SECURITY  
  
To protect your personal information, we take reasonable precautions and follow industry best practices to make sure it is not inappropriately lost, misused, accessed, disclosed, altered or destroyed.  
If you provide us with your credit card information, the information is encrypted using secure socket layer technology (SSL) and stored with a AES-256 encryption. Although no method of transmission over the Internet or electronic storage is 100% secure, we follow all PCI-DSS requirements and implement additional generally accepted industry standards.  
  
SECTION 7 - COOKIES  
  
Here is a list of cookies that we use. We’ve listed them here so you that you can choose if you want to opt-out of cookies or not.  
\_session\_id, unique token, sessional, Allows Shopify to store information about your session (referrer, landing page, etc).  
\_shopify\_visit, no data held, Persistent for 30 minutes from the last visit, Used by our website provider’s internal stats tracker to record the number of visits  
\_shopify\_uniq, no data held, expires midnight (relative to the visitor) of the next day, Counts the number of visits to a store by a single customer.  
cart, unique token, persistent for 2 weeks, Stores information about the contents of your cart.  
\_secure\_session\_id, unique token, sessional  
storefront\_digest, unique token, indefinite If the shop has a password, this is used to determine if the current visitor has access.  
  
  
  
SECTION 8 - AGE OF CONSENT  
  
By using this site, you represent that you are at least the age of majority in your state or province of residence, or that you are the age of majority in your state or province of residence and you have given us your consent to allow any of your minor dependents to use this site.  
  
SECTION 9 - CHANGES TO THIS PRIVACY POLICY  
  
We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.  
If our store is acquired or merged with another company, your information may be transferred to the new owners so that we may continue to sell products to you.  
  
QUESTIONS AND CONTACT INFORMATION  
  
If you would like to: access, correct, amend or delete any personal information we have about you, register a complaint, or simply want more information contact our Privacy Compliance Officer at sienna-graceuk@outlook.com

Refunds & Returns

**Refund Policy**  
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**\*Returns\***

We would be happy to exchange or offer a refund on goods within 14 days of delivery. Please email sienna-graceuk@outlook.com so we can advise best how to return your item. To be eligible for a refund, your item must be unused and in the same condition that you received it, in the original packaging.

Please note - All bedding and duvet sets will not be eligible for a refund if they look like they have been used. All items returned must be in must be in brand new condition and have all original packaging, materials, and accessories. Please do not write or place shipping labels or stickers on the packaging itself.

For personalised products, we are unable to offer any form of refund or replacement, unless the item has been damaged in transit. We cannot be held responsible for spelling or grammatical errors, so please ensure you check all text before placing your order.

Anything that’s made to your specific requirements, is personalised or otherwise can't be resold, therefore cannot be refunded.

Item(s) must be returned and received by us within 14 days after we accept your returns request. Please include your order name and details inside so we know where to issue your refund.

Unless agreed otherwise by management or you are paying for the return postage yourself, items should be returned using **Hermes** courier service. Management have the right to refuse to refund postage costs if this service isn't used. If this is not possible for you, please email us.

**\*Damaged/Faulty Items\***

Please accept our apologies if you have received an item that is damaged or faulty. We understand how frustrating this can be and want to resolve this as quickly as possible for you.

**\* Refunds \***  
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 approval or rejection of your refund.  
If you are approved, then your refund will be processed and credit applied to the method of payment, within a certain amount of days.

For personalised products, we are unable to offer any form of refund or replacement, unless the item has been damaged in transit. We cannot be held responsible for spelling or grammatical errors, so please ensure you check all text before placing your order.

**\* Late or missing refunds \***  
If you haven’t received a refund yet, first check your bank account again.  
Then contact your credit card company, it may take some time before your refund is officially posted.  
Next, contact your bank. There is often some processing time before a refund is posted.  
If you’ve done all of this and you still have not received your refund yet, please contact us at sienna-graceuk@outlook.com.  
  
**\* Sale items \***  
Only regular priced items may be refunded, unfortunately, sale items cannot be refunded.  
  
**\* Exchanges \***  
We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at sienna-graceuk@outlook.com.  
  
**Shipping**  
To return your product, you should send your product to:

34 Puudding Lane

HP13JU

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you have to return a product due to an error from our end, we will happily refund the cost of shipping.   
  
Depending on where you live, the time it may take for your exchanged product to reach you may vary.  
  
If you are shipping an item/s over £75, you should consider using a trackable shipping service or purchasing shipping insurance. We don’t guarantee that we will receive your returned item.

Terms of Service

TERMS OF SERVICE  
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OVERVIEW  
  
This website is operated by Sienna Grace. Throughout the site, the terms “we”, “us” and “our” refer to Sienna Grace and Sienna grace offers this website, including all information, tools and services available from this site to you, the user, conditioned upon your acceptance of all terms, conditions, policies and notices stated here.  
  
By visiting our site and/ or purchasing something from us, you engage in our “Service” and agree to be bound by the following terms and conditions (“Terms of Service”, “Terms”), including those additional terms and conditions and policies referenced herein and/or available by hyperlink. These Terms of Service apply to all users of the site, including without limitation users who are browsers, vendors, customers, merchants, and/ or contributors of content.  
  
Please read these Terms of Service carefully before accessing or using our website. By accessing or using any part of the site, you agree to be bound by these Terms of Service. If you do not agree to all the terms and conditions of this agreement, then you may not access the website or use any services. If these Terms of Service are considered an offer, acceptance is expressly limited to these Terms of Service.