



# The Playful Therapist Online Shop Terms and Conditions: 2020

---

Thank you for shopping at The Playful Therapist.

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

Terms and Conditions:

1. [Definitions](#)
2. [Acknowledgement](#)
3. [Links to other websites](#)
4. [Delivery policy](#)
5. [Cancellation rights](#)
6. [Return Policy](#)
7. [Returning goods](#)
8. [Damaged goods](#)
9. [Complaints](#)
10. [Views Expressed Disclaimer](#)
11. ["Use at your own risk" Disclaimer](#)
12. [Changes to these Terms and Conditions](#)
13. [Contact Us](#)

## I. 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](http://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](http://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 within 3 working days of payment. However, during the 2020 Covid-19 lockdown, items will only be posted once a week, so items may be dispatched up to 10 days after receipt of payment.

Due to the handmade nature of many of the resources, it may not be possible to dispatch items within these time frames. You will be informed of expected delivery times once payment has been made. Unless otherwise stated, goods, even those that are made to order, will be dispatched within 28 days of an order being placed.

## 5. 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](mailto: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

## 6. 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 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 clearly 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
- 
- 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 approval or rejection of your refund.

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.

## 7. Returning Goods

You are responsible for the cost and risk of returning the goods to us. Shipping costs are non-refundable. Once your return has been approved, 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 an insured and trackable mail service. We are unable to issue a refund without actual receipt of the goods or proof of return delivery.

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.

## 8. Damaged Goods

In the event that goods arrive damaged, defective or incomplete, please contact us through email: [natalie@theplayfultherapist.org.uk](mailto:natalie@theplayfultherapist.org.uk) within 24 hours of receiving the goods so that we can take this up with the courier. Your email should include a photograph/video clearly showing the damage.

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 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.

All goods come with a 30-day warranty for manufacture faults. This warranty does not extend to damage caused by use, wear and tear, accidental damage, misuse of the item or theft. Returns/refunds for damaged goods outside of the 30-day warranty period will be assessed on an individual basis

## 9. Complaints

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



## 10. 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.

## 11. "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.

## 12. 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.

## 13. Contact us

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

---

Policy written by: Natalie Palmer

This Privacy Notice was last updated on: 11<sup>th</sup> May 2020

Next update due: 11<sup>th</sup> May 2021

---