** Bandicoot Pottery**

**Online Shop Policies**

**Return & Refund Policy**

I am happy to accept returns and exchanges. If for some reason you are dissatisfied with your purchase, I am happy to do a refund or exchange so be reassured and know that you can buy with confidence.

Please contact me within: 3 days of delivery and then I ask for you to return the items back within: 7 days of delivery. Sorry but I don't accept cancellations - please contact me if you have any problems with your order. I can't accept returns for custom or personalised orders.

**Insurance**

I can add insurance if you wish and all items will have the cost of packaging and postage added. Please let me know if you need special shipping arrangements.

Australian shipping

I love supporting the Cobargo Post Office team so I only post within Australia.  Shipping within Australia is calculated on size and weight . Small items are $15 per order. I will attached the tracking code to your online order when I have posted your item.

Local pick-up is available from Cobargo NSW by appointment - just select ‘Local pick-up’ at check-out.

**International shipping**

I like to provide a quote so if you can select “Local Pick-up” at checkout and I’ll find out the cost and invoice you separately for postage. Here's my guide:

* New Zealand: from $35 for a mug
* US, Canada and UK: from $50 for a mug

I use Australia Post in Cobargo to send international parcels by standard airmail with signature on delivery. I will attached the tracking code to your online order when I have posted your item. It’s your responsibility to pay any customs fees.

**Packaging**

I love to package your purchase in recycled and repurposed packaging materials (bubble wrap, paper, cardboard boxes).  All items packaged carefully - double boxed to avoid breakage.

**Privacy on Website**

I know how important our customers’ personal information is, so it’s important to me as well. This information is not shared with any other parties.

I collect personal information when you use our site www.gabriellepowell.net. By using my Site, you agree to the collection and use of information in accordance with this policy.

**Information Collection and Use**

While using my Site, I may ask you to provide me with certain personally information such as your name, address and email.

**Communications**

I will use customers’ personal information (for example, buyer name, email address, and delivery address) to provide the customer with one of my handmade items or to provide direct marketing about me and my shop. I may use your Personal Information to contact you with direct news, marketing or promotional materials.

**Cookies**

Cookies are collected on my site. Cookies are files with small amount of data, which may include a unique identifier. Cookies are sent to your browser from our web site and stored on your computer's hard drive. The purpose of the computer cookie is to help our website keep track of your visits and activity. This isn’t always a bad thing. For example, many online shops use cookies to keep track of the items in a user’s shopping cart as they explore the site. Without cookies, your shopping cart would reset to zero every time you clicked a new link on the site. That would make it difficult to buy anything online! You can clear cookies from your computer on a regular basis.

**Security**

The security of your Personal Information is important to me. While I strive to use commercially acceptable means to protect your Personal Information, I cannot guarantee its absolute security.

**Changes To This Privacy Policy**

I reserve the right to update or change my Privacy Policy at any time so you should check this Privacy Policy periodically. Your continued use of my Service is your consent to abide and be bound by the modified Privacy Policy. If I make any material changes to this Privacy Policy, I will notify you either through the email address you have provided, or by placing a prominent notice on my website.