

TERMS AND CONDITIONS

Handmade House is an artist cooperative run by 12 artists who manage the day-to-day store operations. In addition, we have 70-80 artists who sell with us.

This page, along with our Privacy Policy, tells you the terms and conditions Handmade House uses to sell the craft listed on our website. Please read these terms and conditions carefully and make sure that you understand them before placing an order.

SERVICE AVAILABILITY

At present our site is only intended for use in **Canada**. We do not accept orders from individuals outside this country unless picked up in Saskatoon or delivered in Canada.

SHIPPING AND DELIVERY

- All orders are processed within 3 business days. Orders are not shipped on weekends or holidays. If we are experiencing a high volume of orders, shipments may be delayed by a few days. Please allow additional days in transit for delivery. If there will be a significant delay in shipment of your order, we will contact you via email or telephone.
- You will receive a Shipment Confirmation email once your order has shipped containing your tracking number(s). All orders will be insured and shipped by expedited Canada Post and are insured.

CHANGING OR CANCELLING ORDERS

To change or cancel your order before receipt of the order confirmation, please email us at hmadehouse@gmail.com

STOCK AVAILABILITY

Handmade House tries to ensure a good stock of craft. However, some craft may sell faster than we predict. If the item you have ordered is not available, we will let you know if we can obtain more. If we cannot get the item, we will cancel your order immediately and let you know by email.

Many of our craft items are “one of a kind” and are for sale in both our Saskatoon store and online. Before selling an item in the store, we check the online order requests, but from time to time an order may overlap or be missed. We apologize if this happens and will try to help you find a similar item.

CONFORMITY OF THE PRODUCTS

As craft is put into the online store, we try to provide a clear and comprehensive description as well as a picture. We welcome questions before you make a purchase. Please remember that all the craft is hand made and may not look exactly like the picture.

PRICE AND PAYMENT

The price of the craft and our delivery charges are in Canadian dollars. We charge GST and provincial tax for Saskatchewan (6%). Prices and delivery charges may change from time to time, but changes will not affect any orders which have already been confirmed.

Shipping charges are calculated for each item purchased. If we can safely package items together and reduce shipping costs, we will issue a refund to you.

TO PAY FOR YOUR ORDER

We offer a secure online purchase method. Payment for all craft must be by credit card. We accept payment with Visa, MasterCard and American Express credit cards. Phone-in orders are not accepted.

DAMAGES

Please save all packaging materials and the damaged work. Take a picture showing the packing and damaged craft and email to hmadehouse@gmail.com We will contact you about next steps and determine if it is necessary to return the item. We will either provide a refund or help you find a replacement.

RETURNS

We will accept returned items within 30 days of purchase. Items must be unused and in resalable condition. Personal use items such as earrings cannot be returned. Our return policy allows for exchange of an item or receipt of a gift certificate for the value of the items. There are no cash refunds.

We do not refund shipping fees.

You will need to arrange your own return.

- Contact us before posting your return – hmadehouse@gmail.com
- Make sure your items are securely packaged and keep proof of shipping as we cannot be responsible for your goods while in transit to us

PRIVACY POLICY

For more information about how we protect your privacy and security please read this policy.

COMPLAINTS

If you have a complaint or problem with any aspect of our service or the craft we offer, please email us at hmadehouse@gmail.com We take all complaints extremely seriously and we will try to rectify any problem quickly and effectively.

All complaints will be acknowledged within 1 working day and will be resolved as soon as possible. We will always keep you informed throughout the process of resolving your complaint and we will keep the details of your complaint confidential. We always welcome feedback from our customers and are continually looking at ways to improve our service.