

# HOW TO ORDER

## PLACING AN ORDER

Mary Gwen is always delighted to welcome new and returning customers and is thrilled that others enjoy her designs, it means a lot to her.

Orders fall into two categories:

- In stock items
- Made to order items

Items descriptions will be clearly marked on the website which category they fall into and what sizes and colours are available. Generally smaller items are held in stock and larger more expensive items are made to order.

## IN STOCK ITEMS

To order from the website, simply make your choice and place into your online shopping basket. Once your order has been placed and payment accepted, you will receive an email acknowledging the details of your order and a receipt of purchase.

## MADE TO ORDER ITEMS

Made to order items are created after a consultation with Mary Gwen. Consultation is free online and by telephone. Personal visits can be arranged by request. Appointments can be made online and by telephone.

Mary Gwen recommends a sample pack is received by all customers to help them make informed decisions on the customization options available.

Once an order is placed and full payment is received the making of an item will commence. Customers will receive an email receipt as proof of purchase.