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If you are not satisfied with any product or you have purchased from us you may return the product to us and obtain a refund of the price of the product returned if you contact us within fourteen days of delivery of the product to you. However, you may not return to us and claim a refund if the product concerned is a bespoke order. In order to exercise your option to return a product you are not satisfied with you must give a notice to us. Accepted notices are emails to wendy@totart.co.uk & written notices to Tot Art PO Box 64981 London SW20 2BA. These notices must include the customers full name and address. We will refund the price paid for the products you have returned completely. All returned products must be unused, in original condition and undamaged.

Your Right to a Refund of services

If you are not satisfied with any of the services you have purchased from us you may obtain a refund of part or whole of the price of the service if you contact us within fourteen days of the service being provided to you. However, you may not claim a refund if the service concerned is a bespoke order. In order to exercise your option to claim a refund on a service provided to you you must give notice to us. Accepted notices are emails to wendy@totart.co.uk & written notices to Tot Art PO Box 64981 London SW20 2BA. These notices must include the customers full name and address.

Your Right to cancel classes & / or workshops purchased in advance

Places on classes & workshops can only be reserved in advance once full payment has been received & funds cleared. Once a place on a class or workshop has been reserved refunds are not possible other than requests for a refund received by Tot Art three weeks prior to the date of the workshop, or one weeks before the first class in a term of classes reserved. Accepted requests for a refund are emails to wendy@totart.co.uk & written requests addressed to Tot Art PO Box 64981 London SW20 2BA. A place on a workshop in which children are not accompanied by a responsible adult, even if paid for in full, cannot be taken up unless the child's parent or legal guardian has fully completed and signed the appropriate form as designated by Wendy Briggs trading as Tot Art before embarking on the workshop. No refunds can be given in the instance of appropriate forms being incomplete.

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