



TERMS OF SERVICE 2019

We reserve the right to cancel any orders and re-imburse the customer any monies paid.

If an item ordered happens to be out of stock as sometimes happens we will re-imburse any monies paid and apologise for any inconvenience caused. Custom drum orders (Including Origin Series Drums) are made to order, we do not carry these in stock so this does not apply to new drum orders.

By visiting and or ordering from goytcraft.com you agree to be bound by our terms and conditions and all policies within our web site. Goytcraft.com reserve the right to update or modify these terms and conditions at any time and without notice and are affective immediately upon posting on this site. We ask you to review these terms and conditions whenever possible for your own benefit in using our website.

Web Ordering:

Our ordering system is straightforward: once you make contact through our website contact forms to confirm your order request, we will contact to to confirm the particulars- we will email a sales quote. If you are happy with this sales quote we will process your order and automatically email your sales invoice.

We reserve the right to accept or cancel your order placed on this website without the need to give explanation or reason. Upon cancellation of your order we will immediately issue a credit to your chosen payment method used in the original order for the amount charged.

Under the Distance Selling legislation you have an option to cancel your order within 7 days which commences from date of delivery. Please note, it is the customer's responsibility to ensure the goods are returned safely to us and the customer must pay all postage costs. Please see our returns policy for more information.

Cookies

Web cookies are text files, which are stored on your computer. They are used to help enhance the shoppers experience on our web site and without them the shopping cart system is unable to record your product purchasing.



Privacy Policy

At goytcraft.com we are committed to protecting your privacy in accordance with the Data Protection Act. We respect your right to privacy and your desire for a secure online shopping experience. We do not sell, trade, or rent your personal information to other companies but in order for us to provide you with the best possible service we require your name, billing address, delivery address (if different from billing address) email address, contact phone number and payment details. This personal information is used to administer your goytcraft.com order from point of order through to shipping of your products. From time to time we may notify our customers regarding new products, promotions and newsletters. We will not continue to send you information by email, once you have asked us not to.

Please view our fully updated Privacy Policy for more information.

Payment Method

Our preferred method for online payment is with PayPal. This service allows for timely and efficient payment and returns if required. Upon ordering, you will also receive our bank details and IBAN/BIC numbers if you would prefer to pay through direct bank transfer.

Pricing & Vat Rate:

We do not charge VAT on our products. Our products are advertised with full payment amount advertised for the product. The only additional cost is that of delivery, which will be added to your sales quote and invoice. Alternatively you can place an order with us via email/phone and you can also arrange your own collection and delivery once a final completion date has been set. Again, this would be at the buyers expense.

Product Information & Trade Marks

We aim to provide our customer with the best information relating to the product being viewed. We take great care to give appropriate, accurate and relevant information within our website and social media platforms and always aim to capture true images of our products.

We reserve the right to make alterations to product information and prices without prior notice and cannot be held responsible for any inaccuracies found on our web site.



Privacy Policy:

Information that is gathered from visitors.

In common with other websites, log files are stored on the web server saving details such as the visitor's IP address, browser type, referring page and time of visit.

Cookies may be used to remember visitor preferences when interacting with the website. Where registration is required, the visitor's email and a username will be stored on the server.

How the Information is used:

The information is used to enhance the visitor's experience when using the website to display personalised content and possibly advertising.

E-mail addresses will not be sold, rented or leased to 3rd parties.

E-mail may be sent to inform you of news of our services or offers by us or our affiliates- you need to opt-in to this element of our website.

Visitor Options:

If you have subscribed to one of our services, you may unsubscribe by following the instructions which are included in e-mail that you receive.

You may be able to block cookies via your browser settings but this may prevent you from access to certain features of the website.

Free Returns

Free Returns marked on certain products are congruent to a maximum of £30 (or equivalent in other currency) return shipping cost. Confirmation of return shipping must be supplied to GOYT Craft Instruments within 7 days of receiving the item(s).

Business Contact Information:

maker@goytcraft.com