

Terms of Trading

About Us

We are a family business started in 1979 as Nedd Products (Glynneath) Ltd, Company Reg. No. 01422252 trading as;

Peregrine Pewter
Unit 11 Village Workshops
Glynneath
W. Glamorgan
SA11 5RG
UK

Tel 07983 126819

Email: gareth@peregrinepewter.co.uk

Website: www.peregrinepewter.co.uk

Contact name Gareth Giddings or Rhian Evans

Making A Purchase

Print out our order form from the website (click on the link which appears on each page and it will open) write out the product reference number, description, quantity ordered and price. Add £2 postage and packing and post with your cheque. The delivery charge is per order, whatever the size of the order. We do not accept credit card payments.

We will normally dispatch your order within 7 working days; however if goods are out of stock we will make them to order and this will add a few extra days. If you have not received your order in 21 days please contact us. All goods are sent using the Royal Mail. If the goods are lost or damaged in transit, please let us know promptly.

Privacy Policy

We do not disclose your information to third parties.

Cancellation and Returns

We will happily exchange or refund your purchase if you are not completely satisfied.

To cancel your order please notify us of your intention to cancel within 7 working days of delivery, starting the day after receipt of the goods (excluding bank holidays and weekends).

To do this, please e-mail or write to us. You do not have to give any reason for cancellation. However a brief explanation will help us to improve the service we offer to customers in the future.

If you cancel you must return the goods to us at your own expense.

We are unable to arrange for the collection and return of our goods from you.

This cancellation policy does not effect your legal rights.

Your rights to return goods are protected under the EU Distance Selling Directive, which can be found at <http://www.hmso.gov.uk/si/si2000/20002334.htm>