

DISCLAIMER

Please note that when you book a course through thesilverduck.com or you are agreeing to and are bound by our Terms and Conditions. Please read our Terms and Conditions carefully before ordering goods or booking a class/service on our website. All transactions are bound by these Terms and Conditions. you may want to print or save these Terms and Conditions for future reference.

We reserve the right to change these terms and conditions at any time. Any such changes will take effect from the moment they are posted on the website and it is your responsibility to check the terms and conditions each time you use this website and your continued use of the website will signify your acceptance of our latest terms and conditions.

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Registered address: The Silver Duck | Old Market Manor | Barton Manor | Bristol | BS2 0RL

PAYMENTS

All transfers conducted through The Silver are handled through our website provider ([squarespace](#)) and transactions are made through Paypal, unless requested otherwise, to guarantee your protection. Card information is not stored and all card information is handled over SSL encryption. The credit/debit card that is being used must be yours. All credit/debit card holders are subject to validation checks and authorisation by the card issuer. If the issuer of your payment card refuses to authorise payment, we will not be liable for any delay or non-delivery of your order. We also reserve the right to cancel your order.

If you would prefer to pay by cash, cheque, bank transfer or card machine please email - Charlotte: hello@thesilverduck.com or call us on 07752 966 896.

Once payments are made for any classes you will be emailed ahead of class to prepare you for the event.

DELIVERY OF PRODUCTS

The Silver Duck ships anywhere in the UK by Royal Mail first class recorded delivery on all shop orders, therefore a signature will be required. If you do not collect your item from the post office within the time stipulated on the card and the item is returned to The Silver Duck, we reserve the right to charge for re-postage.

Please check your goods on delivery. If items arrive damaged/faulty please let us know within 3 days and arrange to post them back to us. If you do not inform us within 3 days, then we will have no liability for items said to be damaged/faulty on delivery. Please send items back via a signed for postal service for your own proof of delivery. This postage cost will not be reimbursed unless item is damaged/faulty.

If you have any questions about our delivery costs or delivery times to a specific country, or would like more information, contact- hello@thesilverduck.com or use the [contact](#) form on our website.

CLASSES / WORKSHOPS

Please check the dates carefully prior to booking. Once an order is placed it **cannot be refunded**.

If for any reason you are unable to attend, please contact the relevant studio and we will try to find someone to take your place. The Silver Duck is not contractually bound to find a replacement, but we can try to find someone as a goodwill gesture. If this is not possible feel free to send a substitute. If we find someone to take your place, we can transfer you onto a later date or another class of your choice. If you book a workshop for several days' duration, please make sure you can attend all days.

All workshops must be paid for in full prior to the workshop.

In the unlikely event that a workshop is cancelled, we'll attempt to give you as much warning as possible. We will email you and phone you if you have provided us with a telephone number. We'll gladly refund your booking fee or transfer you to workshop of the same value, space permitting. Unfortunately, we cannot accept responsibility for wasted travel cost.

COURSE REQUIREMENTS

We try to be inclusive as much as possible, however for making jewellery / silversmithing please note that you will require good use of your hands and eyesight. A sustained level of concentration is required as is following instruction/direction. If you feel you have any impairments that might affect you or the class, please contact Charlotte prior to booking and we will do our best to find a class suitable and/or make special arrangements where possible.

All base metals, materials and tools are provided by The Silver Duck. Should you wish to work in precious metals in any of our tuition classes, you will be advised on where to purchase the materials or you can purchase from The Silver Duck at fair cost.

HEALTH & SAFETY

You will be given correct and proper tuition on all tools and machinery. You will be advised to wear the correct protective gear where necessary. Loud noise, interaction with hazardous substances and blow torches are all expected in a Jewellery Workshop but may not be required in every class. Ear defenders can be issued if required. At all times in any The Silver Duck workshop, instructions from the tutor must be followed. Failure to do so could result in injury to self or third party and could result in being asked to leave the premises permanently without a refund. The Silver Duck will not be held liable for any accidents as a result of failure to listen to instructions.

Any person considered to be under the influence of drink or drugs will not be allowed access to The Silver Duck and no refund will be offered under such circumstances. The Silver Duck will not tolerate any anti-social behaviour towards other persons and anyone acting in such a manner may be asked to leave without being refunded for their class.

Failure to adhere to The Silver Duck terms and conditions may result in being removed from the class without a refund.

The building where the workshops are held dog friendly and often has at least one dog present. If you have any allergies or a fear of dogs please do let us know, as the dog can be kept away during the class.

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BESPOKE COMMISSIONS

Consultations for bespoke pieces are currently free. During the consultation, drawing and notes of your requested design and specifications will be made. Once you are happy with your final drawing and design specifications for your project, have confirmed via email that all details are correct, and that you are ready to go ahead, we can proceed with your order. A deposit is required before commencement of all bespoke projects and will vary depending on the budget of the final piece(s). The deposit is a percentage of the approximate final costing and will be confirmed when ordering. The deposit is non-refundable. You can expect to pay 30% if less than £1000 and upwards of 35% -50% if over £1,000. Your deposit paid will be deducted from the final balance due. Please note any quotes received are valid for 14 days from date of issue due to the fluctuations in metal prices. We do reserve the right to change a quote within this time frame if there is a change in metal prices, but this is a rare occurrence.

Once a drawing has been agreed on, the client must honour this agreement. The Silver Duck cannot be held accountable for any changes to personal views on reflection after work on the piece has commenced. Please note we will match the drawing as closely as possible when translated into silver, but please bear in mind that any sketches are just an indication of how the finished piece will look- and because the flatware is handmade and hand cut, some slight variations from the sketch and the final finished flatware can occur.

Once an order for bespoke flatware has been placed and deposit paid, we take this as acceptance of our terms and conditions on bespoke flatware. No major changes can be made once you have confirmed the design and once you have paid, and your order cannot

be cancelled or refunded. Any changes made to an order after acceptance of specifications and payment may incur a charge. No refunds will be given on any bespoke piece of flatware at any time.

The final balance can be paid in full on completion of work.

Alterations made after a bespoke piece has been received will incur an additional charge. The Silver Duck will be happy to help but this will not be included in your original price.

If you'd like to discuss the practicality of your bespoke flatware idea before proceeding, we're more than happy to help. Please note, flatware will tarnish over time.

By agreeing to go ahead with any bespoke piece, you accept these terms and conditions

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