

# Website Terms & Conditions (including Returns, Refunds & Cancellations)

Legal entity: Little Crafters Boxes Limited Trading name: LCB Education (a trading name of Little Crafters Boxes Limited) Address: Atlas House, Westcliffe, Sleaford, Lincolnshire, NG34 8RG, UK Email: [hello@littlecraftersboxes.co.uk](mailto:hello@littlecraftersboxes.co.uk)  
Last updated: 1 April 2026 Next review: 1 April 2027

## 1. About these Terms

These Terms & Conditions (“Terms”) apply to purchases and use of our websites, products and services provided by Little Crafters Boxes Limited (“we”, “us”, “our”), including where we trade as LCB Education.

They cover:

- Website use
- Buying physical products (craft products)
- Buying digital products (digital workbooks and online lesson access)
- Buying services/subscriptions (including education subscriptions)
- Delivery, returns, refunds and cancellations

If you do not agree to these Terms, please do not use our website or place an order.

## 2. Who we are

We are Little Crafters Boxes Limited, a UK business manufacturing and supplying craft products and providing education subscriptions and digital learning content.

LCB Education is a trading name of Little Crafters Boxes Limited.

## 3. Eligibility and accounts

You must be at least 18 years old to place an order.

If you create an account, you are responsible for keeping your login details secure and for activity on your account.

## 4. Our products and services

### 4.1 Physical products

We manufacture physical craft products in our Lincolnshire-based workshop using responsibly sourced materials.

### 4.2 Digital products

We create and supply digital learning content, including digital workbooks and online lesson access.

### 4.3 Subscriptions and services

We offer service-based subscriptions (including education subscriptions). Subscription details (what is included, billing frequency, and how to cancel) will be shown at checkout and/or in the relevant subscription description.

## 5. Prices and payment

Prices are shown on our website. Where applicable, delivery charges will be shown at

checkout.

Payment must be made in full at the time of ordering unless otherwise stated.

## 6. Order process and contract

When you place an order, you are making an offer to buy.

A contract is formed when we accept your order (for example, by sending an order confirmation, providing access to digital content, or dispatching physical goods).

We may refuse or cancel an order if:

- Payment is not authorised
- There is an error in pricing or product information
- The item is unexpectedly out of stock
- We reasonably suspect fraud or misuse

If we cancel after you have paid, we will refund you.

## 7. Delivery of physical goods

### 7.1 Where we deliver

We deliver physical products to UK addresses only.

### 7.2 Dispatch and delivery times

We aim to dispatch physical orders within three working days. Delivery times can vary depending on Royal Mail and seasonal demand.

### 7.3 Delivery method

We use Royal Mail. Parcels are usually sent using a tracked service where available. Smaller items may be sent using standard postal services.

### 7.4 Risk and ownership

Physical goods become your responsibility once delivered to the delivery address you provided.

Ownership of goods transfers to you once we have received full payment.

## 8. Certificates (education subscriptions)

Where your education subscription includes certificates, we post certificates three times per year.

Certificates may be posted internationally where required.

## 9. Digital content delivery

Digital products (including digital workbooks and online lesson access) are typically made available immediately after purchase.

You are responsible for ensuring you have suitable devices, software and internet access.

## 10. Your right to cancel (cooling-off period)

This section explains your statutory rights under the Consumer Contracts Regulations.

## 10.1 Physical goods

If you are a UK consumer, you usually have 14 days from the day after you receive your goods to change your mind and cancel your order. If an order has already been dispatched to you by the time you cancel, it is your responsibility to send it back in the same condition upon which it arrived and cover the cost of return postage.

## 10.2 Services and subscriptions

If you are a UK consumer, you usually have 14 days from the day after purchase to cancel a service/subscription.

If you ask us to start providing the service during the 14-day cancellation period, you may have to pay for the proportion of the service provided up to the point you cancel.

## 10.3 Digital content (immediate access)

Where you buy digital content and we provide immediate access, you agree that:

- supply of the digital content begins immediately, and
- you lose your right to cancel once the download/streaming/access has started.

This means digital products are non-refundable once access has been provided, except where they are faulty or not as described.

# 11. Returns and refunds (physical goods)

## 11.1 Change of mind returns

If you cancel within the cooling-off period (Section 10.1), you must return the goods to us.

- Items must be returned unused, in a resaleable condition, and where possible in original packaging.
- You should take reasonable care of the goods while they are in your possession.

Return postage (change of mind): unless we agree otherwise, you are responsible for the cost of returning items for change-of-mind returns.

## 11.2 Faulty, damaged or incorrect items

If an item is faulty, damaged on arrival, or not as described, please contact us as soon as possible with your order details and (where helpful) photographs.

In these cases, we will offer an appropriate remedy in line with the Consumer Rights Act 2015, which may include:

- replacement
- repair (where appropriate)
- refund (full or partial)

Where a return is required due to fault/damage/incorrect item, we will cover reasonable return postage costs.

## 11.3 Refund timescales

Where a refund is due, we will process it back to the original payment method.

We aim to issue refunds promptly once:

- we have received the returned goods, or
- you have provided evidence of return (if agreed)

## 12. Cancellations, pauses and changes (subscriptions)

Subscription terms (including how to cancel) will be set out at the point of purchase and/or in your account area.

If you need help cancelling, contact us using the details in Section 16.

## 13. International customers

We may sell digital products and service subscriptions internationally.

If you are purchasing from outside the UK, local consumer rights may differ. These Terms are governed by the law set out in Section 17.

## 14. Acceptable use and website rules

You must not:

- misuse our website
- attempt to gain unauthorised access to accounts or systems
- upload or share unlawful, harmful, or infringing content

We may suspend access where we reasonably believe there has been misuse.

## 15. Liability

Nothing in these Terms limits or excludes liability where it would be unlawful to do so, including liability for death or personal injury caused by negligence, fraud, or fraudulent misrepresentation.

Subject to that, our liability is limited to the extent permitted by law.

## 16. How to contact us (returns, cancellations and support)

For help with orders, returns, refunds, cancellations, or subscription queries:

- Email: [hello@littlecraftersboxes.co.uk](mailto:hello@littlecraftersboxes.co.uk)
- Post: Little Crafters Boxes Limited, Atlas House, Westcliffe, Sleaford, Lincolnshire, NG34 8RG, UK

When contacting us, please include your order number and the email address used at checkout.

## 17. Governing law

These Terms are governed by the laws of England and Wales. Any disputes will be handled by the courts of England and Wales.

## 18. Changes to these Terms

We may update these Terms from time to time. The latest version will be published on our website.