

Velvet Olive Public Terms & Conditions

Making A Purchase

Making a purchase could not be easier. Just browse our products, and click on any items that you wish to buy and put them into the basket. After you have finished your selection, click on "BUY NOW" and you will be asked for a few details that we need to be able to satisfy the order.

Delivery Schedule & Postage Charges

£0.00-£7.99 value cards = 50pence
£8.00-£12.99 value cards = £1.00
£13.00-£15.99 value cards = £1.50
£16.00-£19.99 value cards = £2.50
£20.00+ value cards = £5.00

We usually process your order within 2 days but please allow 7 working days for delivery. In the event that we have experienced an unusually high demand for an item which delays delivery, we will email you with a revised delivery date or the option to cancel your order.

Tax Charges

All prices are inclusive of VAT.

Credit Card Security

Velvet Olive accepts major credit and debit cards including Visa, Mastercard, Switch and Delta through our payment service provider Paypal. All credit card details are secured with 128-bit encrypted sessions and all sensitive information is stored on a heavily encrypted database that is protected by multiple government approved firewalls.

Reaching Us

If you need to reach us, please email us on info@velvetolive.co.uk, alternatively, you can call on **0845 25 777 01** or write to us at Velvet Olive, Unit 19 Station Road, Borough Green, Sevenoaks, Kent, TN15 8ET

Privacy Policy

Velvet Olive complies with all aspects of the Data Protection Act of 1984 and the new act of 1998 and as such are registered with the Data Protection Commissioner. We do not disclose details of our customers to any third party.

Returns Policy

Velvet Olive maintains a seven working day returns policy. Should you decide that you are not satisfied with your order you must notify us in writing either by royal mail or e-mail within seven working days from date of delivery that it is your intention to cancel your order and that you are returning the goods. We will accept the return of unwanted goods and will refund the full price (including outward postage charges only).

You are responsible for returning any unwanted goods to us including the mailing costs. The item/s must be returned in the condition in which they were received - unworn, unused and in their original packaging. For fragile or more expensive items we advise that you return the goods by recorded delivery and with the appropriate packaging to ensure safe transit.

Please remember to include your name, address, telephone number and order number to ensure that your refund is dealt with as quickly as possible.

It is always in the customer's interest to retain proof of postage as they are responsible for the goods until they arrive with us.

All returns should be sent to:

Velvet Olive
Unit 19 Station Road
Borough Green
Sevenoaks
Kent
TN15 8ET

Your statutory rights are not affected.

Our Responsibility

Velvet Olive cannot be held responsible for any disruptions to our services that are beyond our reasonable control. We will do everything in our power to correct any disruption to our service. We believe that our photographs show our products as accurately as possible, however colours of products supplied may differ slightly in appearance due to the colour representation of each computer monitor. Velvet Olive cannot be held responsible for marginal differences in products supplied.

Security Check

We may occasionally carry out security checks and have the right to refuse access to our website should we consider it necessary.