

Terms & Conditions & Return Policy

Last updated: [1.10.2025] for Tangletastic Limited www.ruby2shoesdesign.com This page tells you the terms on which you may purchase from our website, www.ruby2shoesdesign.com, whether as a registered user, subscriber or guest. Please read carefully before use. By using the site, you accept the terms and agree to obey them. If you don't accept them, please don't use the site.

Introduction

This is our Terms and Conditions and Return policy. It provides you with details of your use of our site, www.ruby2shoesdesign.com.

You must be at least 18 years old to purchase from our site, or have the consent of a parent or guardian.

If you have any comments on this Terms & Conditions policy please email them to ruby@ruby2shoesdesign.com.

Who we are

Our site is www.ruby2shoesdesign.com, operated by Tangletastic Ltd, Co. No: SC846457. Registered Address: c/o Montpelier Chartered Accountants, 1 Dashwood Square, Newton Stewart, DG8 6EQ

Products and Services

We sell physical goods (for example, books, stationery & Zentangle®equipment) and digital products (for example, downloadable or streamed recordings of workshops, and related documents).

Product descriptions, images, and prices are provided on the website.

Ordering and Payment

Orders are placed through our website and confirmed once payment has been received.

We accept major Credit and Debit Cards, Apple Pay, Google Pay and Pay Pal.

We are not VAT Registered. Payments are processed securely through third-party providers; we do not store your card details

Shipping and Delivery (Physical Products)

We deliver to most countries. Estimated delivery times are shown, below and at checkout; these may vary. Risk passes to you on delivery, but goods remain our property until paid in full. Delays may occur during busy periods or due to customs processing outside the UK.

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Postage & Packaging and Delivery (Physical Products)

We'll carefully wrap and post your items straight to your door.

These prices are a guide.

UK Shipping

- 1 item : £4.50
- 2-3 items: £5.50
- 4-5 items: £8.50

Europe Shipping

- 1 item: £11.50
- 2-3 items: £19.00
- 4-5 items: £26.00

Rest of World (US, Canada, Australia, etc.)

- 1 item: £13.50
- 2-3 items: £24.00
- 4-5 items: £36.00

If you'd like to order more than 5 copies, get in touch at ruby@ruby2shoesdesign.com and we'll arrange a custom shipping quote.

Delivery Times - may vary but as a guide

- UK: 3-5 working days
- Europe: 5-10 working days
- Worldwide: 7-14 working days (may vary with customs)

Customs & import duties

International customers are responsible for any customs duties, taxes, or fees applied in their country.

Digital Products

On purchase, you will receive immediate access to the digital recording(s).

You are granted a non-exclusive, non-transferable licence for personal use only.

You may not share, copy, distribute, or resell digital products without our written consent. If you experience technical difficulties accessing digital content, please contact us at ruby@ruby2shoesdesign.com

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Faulty items / damaged goods

If items arrive damaged or faulty, please contact us within 7 days for a replacement or refund.

We aim to resolve complaints promptly and fairly. Please contact us first to attempt resolution

Returns and Refunds

- Physical Products: You may return within 14 days of receipt (unopened and unused) for a refund, except for personalised or perishable items. Return postage is your responsibility unless the item is faulty. This does not affect your statutory rights under UK consumer law.
- Digital Products: Once access has been granted or download started, you waive your right to cancel under UK consumer law. Refunds are not normally provided unless the file is faulty or inaccessible.

Intellectual Property

All content, branding, digital recordings, and materials are protected by copyright. Purchase does not transfer any intellectual property rights.

Limitation of Liability

We are not liable for indirect, incidental, or consequential losses. Our liability is limited to the value of your purchase.

Privacy

Your personal data will be processed in accordance with our [Privacy Policy](#).

Governing Law

These Terms are governed by the laws of Scotland. Any disputes will be subject to the exclusive jurisdiction of the Scottish courts.

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