

# Privacy Policy

**Woodsted Picture Company Ltd - Woodsted Studios**

Effective Date: 28/04/2026

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## 1. Introduction

Woodsted Studios Ltd (“we,” “us,” or “our”) is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website and engage with our services.

By using our website, you agree to the collection and use of information in accordance with this policy.

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## 2. Information We Collect

We may collect and process the following types of personal data:

### 2.1 Information You Provide

- Name
- Email address
- Phone number
- Company name
- Project details or enquiries submitted via forms
- Any information you provide when contacting us

### 2.2 Automatically Collected Information

- IP address
- Browser type and version
- Device type
- Pages visited and time spent

- Referring website
- Cookies and tracking data

## 2.3 Business & Client Data

If you engage our services, we may also collect:

- Billing and invoicing details
  - Project specifications
  - Communication records
  - Delivery and logistics information
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## 3. How We Use Your Information

We use your data for the following purposes:

- To respond to enquiries and provide quotes
  - To deliver our services (armoury, props, costumes, SFX painting, etc.)
  - To manage contracts, bookings, and logistics
  - To improve our website and services
  - To send relevant communications (only where lawful)
  - To comply with legal obligations
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## 4. Legal Basis for Processing (UK/EU GDPR)

We process personal data based on:

- **Consent** – when you submit a contact form or opt in
  - **Contract** – when providing services to you
  - **Legitimate Interests** – to improve services and respond to enquiries
  - **Legal Obligation** – for tax, compliance, or legal requirements
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## 5. Sharing Your Information

We do **not** sell your data.

We may share information with:

- Trusted service providers (hosting, email, analytics)
- Payment processors (if applicable)
- Logistics/delivery partners
- Legal or regulatory authorities (if required)

All third parties are required to respect the security of your data.

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## 6. Data Retention

We retain your personal data only as long as necessary:

- Enquiries: up to 12–24 months
  - Client/project data: up to 6 years (for legal/accounting purposes)
  - Marketing data: until you opt out
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## 7. Your Rights

Under data protection laws, you have the right to:

- Access your personal data
- Correct inaccurate data
- Request deletion (“right to be forgotten”)
- Restrict or object to processing
- Data portability
- Withdraw consent at any time

To exercise your rights, contact us at:  
**[info@woodstedstudios.com](mailto:info@woodstedstudios.com)**

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## 8. Cookies & Tracking

We use cookies to:

- Improve website performance
- Understand user behaviour
- Enable essential functionality

You can control cookies via your browser settings.

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## **9. Data Security**

We implement appropriate technical and organisational measures to protect your data, including:

- Secure servers
- Encrypted communications (SSL/HTTPS)
- Access controls

However, no system is 100% secure.

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## **10. Third-Party Links**

Our website may contain links to third-party sites. We are not responsible for their privacy practices.

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## **11. International Transfers**

If data is transferred outside the UK/EU, we ensure appropriate safeguards are in place (e.g., standard contractual clauses).

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## **12. Children's Privacy**

Our services are not directed at individuals under 18. We do not knowingly collect data from children.

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## **13. Changes to This Policy**

We may update this policy from time to time. Changes will be posted on this page with an updated effective date.

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## 14. Contact Us

If you have any questions about this Privacy Policy, please contact:

**Woodsted Picture Company Ltd**

Email: [info@woodstedstudios.com](mailto:info@woodstedstudios.com)

Address: Woodsted Studios, Hurstley Wood, Kinnersley, Herefordshire, HR3 6PD

# Refunds & Returns Policy

Last Updated: 08/05/2026

At **Woodsted Picture Company Ltd/ Woodsted Studios**, all purchases are subject to the terms below. By placing an order through our website, you confirm that you have read, understood, and agreed to this Refunds & Returns Policy in full.

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## 1. General Policy

Due to the nature of our products, materials, production processes, and commissioned work, **all sales are considered final unless otherwise stated in this policy.**

We reserve the absolute right to refuse returns, refunds, exchanges, cancellations, or compensation requests where permitted by applicable law.

Nothing in this policy affects your statutory rights under applicable consumer law.

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## 2. Stock / Ready-Made Items

### 2.1 Eligibility for Returns

Returns for stock items may only be accepted if:

- The item arrives damaged in transit;
- The incorrect item was supplied;
- The item is materially defective upon arrival.

We do **not** accept returns for:

- Change of mind;
  - Incorrect customer measurements or specifications;
  - Customer preference after delivery;
  - Minor colour, grain, texture, finish, or material variations;
  - Natural imperfections in handmade or natural materials;
  - Wear and tear, misuse, accidental damage, or improper storage;
  - Delays caused by shipping providers;
  - Sale, discounted, custom-modified, or clearance items.
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## 2.2 Return Request Window

Any issue must be reported in writing within **48 hours of delivery**.

Requests submitted outside this timeframe may be automatically rejected.

Customers must provide:

- Order number;
- Clear photographs;
- Full description of the issue;
- Packaging photos where applicable.

Failure to provide sufficient evidence may result in refusal of the claim.

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## 2.3 Return Conditions

Approved returns must:

- Be unused;
- Be in original condition;
- Include original packaging;
- Be returned exactly as received.

We reserve the right to reject any returned item that shows signs of:

- Use;
  - Damage;
  - Alteration;
  - Assembly;
  - Mishandling;
  - Missing packaging or components.
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## **2.4 Return Shipping**

Unless legally required otherwise:

- Customers are fully responsible for all return shipping costs;
- Original shipping charges are non-refundable;
- We are not responsible for loss or damage during return transit.

We strongly recommend tracked and insured shipping.

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## **2.5 Refund Method**

Where a refund is approved, we reserve the right to:

- Offer repair;
- Offer replacement;
- Offer store credit;
- Issue a partial refund;
- Deduct original shipping, processing, payment, packaging, labour, and administrative costs from any refund.

Refunds will only be issued after inspection and approval of the returned item.

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# **3. Commissioned / Custom Work**

## **3.1 Non-Refundable Nature of Commissions**

All commissioned, bespoke, made-to-order, personalised, or custom items are:

- **Strictly non-refundable**
- **Strictly non-returnable**
- **Non-cancellable once production has commenced**

This includes:

- Custom dimensions;
- Personalised designs;
- Modified stock items;
- One-off builds;
- Pre-order commissions;
- Reserved production slots.

By approving designs, drawings, mockups, invoices, or deposits, the customer accepts full responsibility for the final specification.

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## **3.2 Deposits**

All deposits are:

- Non-refundable;
- Non-transferable;
- Used to cover design time, materials, scheduling, labour allocation, and production preparation.

Failure to complete payment does not entitle the customer to cancellation or refund rights.

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## **3.3 Design Approval**

Customers are solely responsible for reviewing and approving:

- Measurements;
- Colours;
- Materials;
- Layouts;
- Finishes;
- Specifications.

Once approved, changes may:

- Incur additional charges;

- Extend timelines;
- Be refused entirely.

We are not liable for customer-approved errors.

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### **3.4 Artistic & Handmade Variations**

Customers acknowledge that handmade and artistic products may contain natural variations including but not limited to:

- Texture;
- Grain;
- Weld marks;
- Brush marks;
- Distressing;
- Colour variation;
- Surface variation;
- Slight dimensional tolerances.

These are not defects and are part of the character of bespoke craftsmanship.

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## **4. Shipping & Delivery**

Estimated delivery dates are estimates only and are not guaranteed.

We are not liable for delays caused by:

- Couriers;
- Customs;
- Supply chain disruptions;
- Weather;
- Manufacturing delays;
- Force majeure events;
- Local Importer Taxes
- Third-party failures.

Delivery delays do not entitle customers to refunds, cancellations, or compensation.

Risk transfers to the customer upon delivery or collection.

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## 5. Refused Deliveries

If a customer refuses delivery, fails to collect, or provides incorrect delivery information:

- Additional shipping/storage fees may apply;
  - Refunds may be reduced or refused entirely;
  - Custom and commissioned items remain non-refundable.
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## 6. Chargebacks & Payment Disputes

Customers agree to contact us directly before initiating any chargeback or payment dispute.

Fraudulent or unjustified chargebacks may result in:

- Evidence being submitted to payment providers;
  - Recovery action;
  - Additional administrative and legal costs being pursued where permitted by law.
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## 7. Limitation of Liability

To the fullest extent permitted by law:

- Our liability is limited to the amount paid for the product;
  - We are not liable for indirect, incidental, consequential, or business losses;
  - We are not liable for installation costs, delays, third-party expenses, or loss of use.
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## 8. Right to Refuse

We reserve the unrestricted right to:

- Refuse service;

- Refuse returns;
  - Refuse custom work;
  - Cancel orders;
  - Limit quantities;
  - Decline refund requests;
  - Amend this policy at any time.
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## 9. Contact

All refund and return requests must be submitted in writing to:

**Woodsted Studios / Woodsted Picture Company Ltd**

[info@woodstedstudios.com](mailto:info@woodstedstudios.com)

[www.woodstedstudios.com](http://www.woodstedstudios.com)