

ORDER

Payment Methods

The order amount will be captured from your account as soon as your order has been placed. If you wish to cancel your order, please contact us and we will issue a refund back to your account. Easy returns – if something doesn't fit, just return it to us for an exchange or refund.

The following payments are accepted

- Credit card
You can pay by Visa and Mastercard. Visa and Mastercard are verified by a secure code. Payment is debited from your card once you place the order.
- Paypal
You can choose to pay with credit card or your already registered PayPal account.

Changing or cancelling your order

For details on your 14 day right of return, please see the Returns Policy section of the website. This section details your statutory rights of cancellation.

You have the right to cancel your purchase and receive a full refund provided you notify us in writing as set out in (2) below that you are exercising this right of cancellation no later than seven working days (i.e. excluding weekends and bank holidays) beginning with the day after you received your goods.

To exercise this right of cancellation:

Contact us by email at info@whyte-studio.com

Follow the returns instructions as laid out in the [Returns and exchanges](#) section of this site.

Please note that if you fail to take reasonable care of returned goods or fail to return the goods to us, we will be entitled to make a claim against you for any losses which we suffer.

If your goods are faulty or do not meet the description given on the site, we will refund the value of your order for those goods. For more information on how to return goods to us please refer to the Return Policy section of the site

We recommend that returned goods be sent via insured, traceable delivery for your protection.

Please note that you do not have a cancellation right with regards to customised products. Occasionally, orders or parts of an order are cancelled by our system for various reasons. Some reasons are:

- Item(s) not available
- Difficulty in processing your payment information
- Cannot ship to address provided
- Duplicate order was placed

If your order is cancelled by us, you will receive an email which will explain the reason for the cancellation. You will not be billed for any cancelled items. If you are interested in alternative products, please contact our Customer Service Team by email info@whyte-studio.com.