

Starter Box

Legal Notice & Website Terms

Last updated: 6 September 2026

1. About Starter Box

Starter Box

Starter Box is a trading name of Mrs Jodie Harris, a sole trader.

Website: www.starterbox.co.uk

Email: admin@starterbox.co.uk

Business address: 3 Bryneithin, Brynna Road, Brynna, Pontyclun, CF72 9QF

2. Use of this Website

By using this Website, you agree to use it lawfully and in accordance with these terms. You must not use the Website for unlawful or fraudulent purposes, attempt unauthorised access, interfere with security or operation, introduce malicious software, or use it in a way that could damage our Website, business or reputation.

3. Products

Starter Box sells art supplies and related products through the Website. We make reasonable efforts to ensure product descriptions, photographs, specifications and other information are accurate. Colours shown on screens may vary from actual products. Nothing in these terms affects your statutory consumer rights.

4. Prices

All prices are displayed in pounds sterling (£), unless otherwise stated. Prices may change. If a genuine pricing error occurs, we will contact you before processing the order where appropriate.

5. Orders

When you place an order, you are making an offer to purchase the selected products. Your order is subject to acceptance and availability. We will normally provide confirmation by email. If we cannot fulfil an order, we will contact you and, where you have paid, arrange an appropriate refund.

6. Payment

Payments are processed securely using Stripe. Available payment methods are displayed during checkout. We do not normally store your full payment card details ourselves.

7. Delivery

Delivery options, charges and estimated delivery times will be displayed during the ordering process where applicable. We aim to dispatch orders within the times stated on the Website or at checkout. Delivery may occasionally be affected by circumstances outside our reasonable control. Risk in goods passes in accordance with applicable consumer law.

8. Cancellation and returns

Consumers buying goods online generally have a legal right to cancel within 14 days of receiving the goods, subject to applicable exceptions. If you cancel, you should notify us within the applicable period and return the goods within the applicable legal timeframe. Unless goods are faulty, damaged or not as described, you may generally be responsible for direct return costs where you were informed of this before purchase. We will refund eligible cancellations in accordance with applicable law.

9. Faulty or incorrect goods

If an item is faulty, damaged, incorrectly supplied or does not conform to the contract, contact admin@starterbox.co.uk with your order details and, where useful, photographs. We will provide an appropriate remedy in accordance with applicable consumer law.

10. Intellectual property

Unless otherwise stated, Website content including text, photographs, graphics, logos, designs and other material belongs to or is licensed to Starter Box. You must not reproduce, copy, modify, distribute, republish or commercially exploit our content without permission, except where permitted by law.

11. Third-party services and links

The Website may use or link to third-party services, including Stripe and IONOS. Third-party services may have their own terms and privacy policies.

12. Website availability

We aim to keep the Website available and functioning correctly but do not guarantee uninterrupted, secure or error-free availability.

13. Accuracy of information

We take reasonable care to ensure Website information is accurate and current, but occasional errors or omissions may occur.

14. Liability

Nothing in these terms excludes or limits liability where unlawful. Nothing affects your statutory consumer rights. Nothing excludes or limits liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or other liability that cannot legally be excluded.

15. Events outside our reasonable control

We are not responsible for delay or failure caused by circumstances outside our reasonable control, including serious technical failures, internet or telecommunications failures, delivery-network disruption, natural disasters, fire, flood, industrial disputes or government action.

16. Privacy

Our collection and use of personal information is explained in our Privacy Policy.

17. Changes to these terms

We may update these terms from time to time. The latest version will be published on the Website with the update date.

18. Governing law

These terms are governed by the laws of England and Wales, unless applicable consumer law requires otherwise. Any dispute will be subject to the courts of England and Wales, subject to mandatory consumer rights.

19. Contact

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