

Terms & Conditions of Sale

Last updated: April 2026

These Terms & Conditions govern the sale of products and digital guides by Hempton House (“we”, “our”, “us”) through our online stores including:

- [Ottosam Designs Website](#)
- [Stan Store](#)

Hempton House is a UK-based lifestyle and interiors brand and trading name of Hannah Hampton, operating as a sole trader in England.

By purchasing from us, you agree to the terms outlined below.

1. About Us

Hempton House is a UK-based lifestyle and interiors brand founded by Hannah Hampton.

Hempton House offers thoughtfully designed home products, interior styling pieces and practical interior design guides inspired by real homes and everyday living.

Interior design consultancy services continue to be provided separately through **Ottosam Designs**.

If you have any questions regarding your order, please contact:

Email: hello@hemptonhouse.com

2. Our Products

We currently offer a small selection of products including:

- Physical home products
- Digital downloadable guides

All product descriptions, dimensions and images are provided as accurately as possible. As many products are made from natural materials, slight variations in colour, grain, texture or finish may occur.

We cannot guarantee that colours displayed on screens or printed materials will exactly match the final product.

Products must be used only for their intended domestic purpose and in accordance with any care or safety instructions provided.

3. Pricing

All prices are listed in GBP (£).

Prices may change from time to time but will not affect orders already placed and confirmed.

Where applicable, shipping costs will be clearly shown at checkout.

4. Ordering

When you place an order through our online store, you will receive an order confirmation email. This confirms that we have received your order but does not guarantee acceptance until your order has been processed.

We reserve the right to cancel orders in circumstances such as:

- Product availability issues
- Payment authorisation problems
- Errors in pricing or product information

If this occurs, we will contact you and provide a refund where applicable.

5. Delivery of Physical Products

Hempton House products may be fulfilled and shipped by trusted third-party suppliers and manufacturing partners.

When you place an order for a physical product, your name, delivery address and contact details may be shared with the relevant fulfilment partner solely for the purpose of delivering your order.

Delivery times are estimates and may vary depending on supplier production schedules and courier services. We currently deliver only within the UK.

Risk in physical products passes to the customer upon confirmed delivery to the delivery address provided at checkout.

Ownership of goods transfers only once full payment has been received.

We can't be held responsible for events beyond our control.

6. Digital Products

Digital products (such as downloadable guides) are delivered electronically via email or secure download link following purchase.

Once a digital product has been delivered or accessed, it is non-refundable, except where required by law.

Digital products are provided for personal use only and may not be reproduced, distributed, shared or resold.

7. Returns & Refunds

Your rights under the Consumer Contracts Regulations 2013 apply to physical products purchased online.

Customers should inspect products upon delivery and notify us within 48 hours of receipt if an item arrives damaged, faulty or incorrect.

Due to the handmade and/or natural nature of certain products, variations in colour, grain, texture, tone, pattern and finish are not considered defects.

If you wish to return a physical product, please contact us within 14 days of receiving your order.

Returned items must be:

- Unused
- In their original condition
- Returned in suitable packaging

Customers are responsible for return postage unless the item is faulty or incorrect.

Refunds will be issued once the item has been received and inspected.

Digital products are non-refundable once delivered.

8. Intellectual Property

All digital guides, written content, images, branding and design materials sold or provided by Hempton House remain the intellectual property of Hempton House and/or Hannah Hampton unless otherwise stated.

They may not be copied, reproduced, distributed or resold without prior written permission.

9. Limitation of Liability

Our products, digital guides and content are provided for general information, inspiration and educational purposes only.

While we take reasonable care to ensure that all information provided is accurate and up to date at the time of publication, every home, renovation project and installation circumstance is different. Customers should always seek advice from appropriately qualified contractors, architects, engineers or other relevant professionals before undertaking works or making technical decisions.

Hempton House accepts no responsibility for:

- Installation works carried out by third parties
- Reliance placed upon general design guidance within our digital products
- Compatibility issues with existing buildings, products or systems
- Project costs, delays or contractor performance
- Minor variations in colour, finish, grain, texture or natural materials
- Loss or damage arising from misuse, improper installation or use outside intended domestic purposes

To the fullest extent permitted by law, Hempton House shall not be liable for any:

- Indirect or consequential loss
- Loss of profit, revenue, opportunity or anticipated savings
- Business interruption
- Damage arising from circumstances outside our reasonable control

Nothing in these Terms excludes or limits liability for:

- Death or personal injury caused by negligence
- Fraud or fraudulent misrepresentation
- Any liability which cannot legally be excluded under the laws of England and Wales

Digital guides do not constitute architectural, structural, engineering, electrical, legal or building regulations advice. All dimensions, specifications and supplier information should be independently verified prior to ordering, manufacturing or installation.

10. Events beyond our control

We will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations under a Contract that is caused by events outside our reasonable control (Force Majeure Event).

A Force Majeure Event includes any act, event or accident beyond our reasonable control and includes but is not limited to:

Strikes or other industrial action.

Civil commotion, terrorism or threat of, war or threat or preparation for.

Fire, explosion, adverse weather conditions, subsidence, epidemic or other natural disaster.

Disruption to supplies or delivery methods.

Acts of government or regulatory bodies.

Disruption to public or private telecommunications networks.

11. Governing Law

These Terms & Conditions are governed by the laws of **England and Wales**.

12. Contact

If you have any questions about these Terms, please contact:

Hempton House

Email: hello@hemptonhouse.com

Hempton House
Operated by Hannah Hampton (Sole Trader)
Email: hello@hemptonhouse.com