

## Terms & Conditions of Sale

Last updated: March 2026

These Terms & Conditions govern the sale of products by Ottosam Designs and lifestyle brand Hempton House (“we”, “our”, “us”) through our online stores including Wix Stores ([www.ottosamdesigns.co.uk](http://www.ottosamdesigns.co.uk)) and Stan Store.

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

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### 1. About Us

**Ottosam Designs** is a UK-based interior design business focusing on high-end residential projects.

**Hempton House™** is a lifestyle brand founded by Hannah Hampton of Ottosam Designs, offering thoughtfully designed home products and practical interior design guides inspired by real homes and everyday living.

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

Email: [hello@ottosamdesigns.co.uk](mailto:hello@ottosamdesigns.co.uk)

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### 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.

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### 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.

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### 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.

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## **5. Delivery of Physical Products**

Our physical products may be fulfilled and shipped by trusted third-party suppliers.

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.

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

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## **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.

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## **7. Returns & Refunds**

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

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.

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## 8. Intellectual Property

All digital guides, written content, images and design materials sold or provided by Ottosam Designs remain the intellectual property of Ottosam Designs.

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

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## 9. Limitation of Liability

Our products and guides are provided for general use and inspiration. While we take care to ensure accuracy, we cannot guarantee suitability for every individual project or circumstance.

To the fullest extent permitted by law, Ottosam Designs shall not be liable for indirect or consequential losses arising from the use of our products or guides.

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## 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.

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## 10. Governing Law

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

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## 11. Contact

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

Ottosam Designs

Email: [hello@ottosamdesigns.co.uk](mailto:hello@ottosamdesigns.co.uk)

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Company Number 14148070. VAT Number GB48224768.