TILLIPUBLISHING

Terms & Conditions

Website: tillipublishing.com | Effective Date: 21 November 2026 | England & Wales

1. Trader Details

This website is operated by **Susanne T Schroder, trading as Tillipublishing**. By ordering a book or booking a workshop on tillipublishing.com, you agree to these Terms & Conditions.

- **Email:** susannetschroder@yahoo.co.uk
- **Address:** 16 Hillside Road, West Kirby, Cheshire, United Kingdom, CH48 8BB
- **Hours:** 9:00 AM – 5:00 PM, Monday – Saturday

2. Book Orders, Pricing & Payment

All prices are shown in Pounds Sterling (£ GBP). Printed books are zero-rated (0%) for UK VAT. Delivery charges are displayed at checkout before you confirm your order.

Online payments are processed securely by Stripe. A binding contract is formed once payment is authorised and your order is confirmed. Physical books are printed to order in the UK by our fulfillment partner, Bookvault. If we cannot fulfil an order due to an error or production issue, we will notify you and refund your payment in full.

3. Delivery, Cancellations & Faulty Books

Your delivery terms, statutory 14-day right to cancel under the *Consumer Contracts Regulations 2013*, and statutory rights regarding damaged or faulty books under the *Consumer Rights Act 2015* are set out in our **Shipping & Returns Policy**, which forms part of these terms.

4. Author Workshop Bookings

Author workshops with Susanne T Schroder may be booked via tillipublishing.com/workshops/. The standard fee is **£250.00** per session unless a different fee is agreed in writing, payable online via Stripe or by bank transfer as agreed when confirming your booking.

To reschedule or cancel a workshop, please email **susannetschroder@yahoo.co.uk** as early as possible. If Tillipublishing has to cancel a workshop due to illness or unforeseen circumstances, we will offer a rescheduled date or a full refund of any fee paid. The hosting school or organisation remains responsible for supervising participating children at all times during a workshop.

5. Copyright

All books, text, illustrations, and materials on tillipublishing.com belong to Susanne T Schroder / Tillipublishing (or our licensed illustrators) and may not be copied or redistributed without written permission.

6. Your Statutory Rights & Liability

Nothing in these terms affects your statutory rights as a UK consumer or limits our liability for death or personal injury caused by negligence, or for fraud. Purchases made on third-party sites (such as Amazon) are governed by that retailer's own terms.

7. Governing Law

These terms are governed by the laws of England and Wales, without affecting the statutory rights of consumers resident in Scotland or Northern Ireland to bring claims in their local courts.