

HK White

Care Instructions & Returns Policy

Care for fine bone china

There is nothing quite like drinking a cup of tea from fine bone china. The taste is enhanced, the temperature remains hotter creating a relationship with drink and drinker. To keep our china looking its best (and to maintain the quality of taste) it is recommended to wash quickly after use and do not use scouring pads and/or abrasive detergents. Leaving tea stained mugs longer than is necessary may cause discolouration of the fine bone china.

It is perfectly safe to wash your fine bone china in an automatic dishwasher – as long as you adhere to the following guidelines. Load the washer so that pieces do not touch each other, to avoid the risk of scratching. Do not overload. Do not exceed a temperature of 60°C (140°F) when washing fine chinaware in the dishwasher and use a gentle detergent. Using a water softener also assists in keeping your china pristine.

Our fine bone china products are very durable and surprisingly strong. They will, when properly cared for, last for many years. It is recommended not to subject fine bone china to extreme temperature changes - it is best to place a conducting agent (tea spoon or milk) into your mug prior to pouring boiling water into it and to warm the mug first. Never place china in contact with a direct flame or subject it to extreme temperature change. Fine bone china should not be used for cooking purposes. Fine Bone China is not suitable for use in the freezer.

Made in Britain

We pride ourselves on all of our products being made here in the UK supporting British manufacturing.

All of the raw materials for the mugs are also responsibly sourced here in the UK from Cornish China Clay and Feldspars.

Quality inspection

Our mugs are made using traditional techniques handed down through generations in the pottery industry. These are carried out by skilled staff always to the highest level possible. However, this is still a hand crafted job and small inconsistencies may occur in the thickness of the finished product, as such this is considered normal within the industry.

Before sending out to customers the products are again individually checked for quality.

You should inspect the products upon receipt and check that everything specified is included. We will assume you have accepted the order unless you notify us that there is a problem or you cancel your order in accordance with your cancellation right and/or you return the goods in accordance with our returns policy and procedure. If you do not take such action, we are not obliged to accept any rejections of the goods at a later date.

Returns Policy

Refunds and exchanges

If you're not totally satisfied with our products, you can return the merchandise within 28 days of receipt and we'll be happy to provide you with a refund or exchange if you follow the steps outlined below.

Before returning any item to us, we ask that it is in the same condition as when you first bought it. Please ensure you take reasonable care to make certain that it is returned safely and not damaged in transit.

When we have received the product, provided it is in its original condition, including packaging, we will refund you the cost of the product excluding our original delivery costs.

However, you have a right to cancel your order within seven working days of receiving your purchase. This seven day period begins the day after you receive the items from us. Please notify us at info@hkwhite.co.uk within seven working days that you wish to cancel your order and that you intend to return the item(s) and we will be happy to offer you a full refund including any delivery charge. This will be refunded once we have received the goods back from you.

If you wish to return an item bought from a HK White Ltd stockist please get in touch with the stockist directly (make sure you have your original receipt). They will let you know their returns policy.

An item that was received as a gift can be returned for an exchange. Please supply an email address for the person who made the original purchase. An email will be sent when the exchange is completed. Refunds can only be made to the original credit or debit card on which the gift was purchased.

Faulty Products

If you wish to return or exchange an item to us which you did not order, the item is damaged or for any other reason which is our fault please contact us first at info@hkwhite.co.uk. The original delivery costs and your return costs will be refunded for faulty products received back within 28 days of receipt.

If you receive any broken china please send us a photo to info@hkwhite.co.uk and we'll either exchange or replace the product(s) for you.

If you're returning an item from overseas because it's faulty, please contact us on info@hkwhite.co.uk.

For faults developing outside the 28 day return period, contact us info@hkwhite.co.uk before you return the item so we can discuss the fault with you and agree the best way forward.

Please take extra care to read our Product Care Information. We cannot accept an item returned as faulty if the appropriate product care instructions have not been followed and the damage caused to the product is clearly due to wear and tear or misuse.

Steps to Return a Product

- You need to complete the returns form on the back of the invoice that came with your parcel with the details of the items you are returning and enclose the form with your returned parcel. It would really help us in developing our products if you could give a reason why they were not suitable. Please let us know whether you require an exchange or a refund and always include a daytime telephone number and your email address in case we need to contact you about the return.
- If you no longer have your returns form, please include a letter giving your name, address, customer number if possible, email address and daytime telephone number plus a note of what you are returning and why, and whether you want a refund or exchange for another product.
- Remember to include your proof of purchase from HK White Ltd.
- Return your order in its original condition (including packaging) to the address below;

HK White Ltd
Heath Cottage
Manaton,
Newton Abbot
Devon TQ13 9UJ

- You will be responsible for the item or items until they reach us. Items lost in transit will not be treated as returned. For your own protection, we suggest you use a secure delivery method, which requires a signature upon delivery.

If you have any questions regarding your returned item please email us on info@hkwhite.co.uk.