

Terms and Conditions



1. About us

These terms apply to all orders placed via swallo.co, operated by Swallow and Tea Ltd, a company registered in England & Wales under company number 15342327, having its registered office at 71-75 Shelton Street, Covent Garden, London WC2H 9JQ. Contact: studio@swallo.co

2. Our products

Every rug sold by Swallo is handmade to order by artisan partners in India and Nepal. Because each piece is made by hand, specifically for you, after you order:

- Dimensions may vary from the size stated by a small margin (typically within a few percent) — this is a natural feature of hand-stitching/hand-weaving, not a defect.
- Colour may vary slightly between dye lots, and undyed or naturally dyed yarns absorb colour unevenly by nature.
- Photographs on the site are as accurate as we can make them, but screen display and natural material variation mean the rug you receive may differ very slightly from the image shown.

3. Orders and pricing

- Prices shown on the site are in GBP and, for orders delivered within the UK, include VAT.
- For orders shipped outside the UK, import duties and taxes are the customer's responsibility and are not included in the price shown.
- Bespoke sizes or colourways not listed on the site are available by quote. A quote is not a binding offer until confirmed in writing by us.
- We reserve the right to correct pricing errors before an order is confirmed, and to decline an order at our discretion (for example, if a colourway or material is no longer available).

4. Payment

Made-to-order items

- To begin production, we require a fee of 50% of the order value at the time of order confirmation.
- This fee secures your place in our production schedule; weaving is completed within 12–15 weeks of order confirmation (see Section 7 for full delivery detail).
- We'll email you to confirm once production has begun — see Section 5 for why this matters to your cancellation rights.
- The fee is deducted from the total purchase price and the remaining balance, including shipping costs where applicable, is due before your rug is dispatched. We will contact you when your rug is ready to arrange final payment and delivery.
- We accept payment via our payment link or bank transfer. We do not store your full card details.

In-stock items

- Full payment is required at the time of order.
- Once payment is made, the order cannot be cancelled or amended before it ships — see Section 5, "In-stock items," for how to return an item once it's delivered.
- Orders ship within 7–12 working days for UK orders, and 14–21 days for international orders. Shipment tracking is provided in both cases.

5. Your right to cancel

In-stock items

1. Cancelling before dispatch. Once payment is made for an in-stock item, the order is final and cannot be cancelled or changed before it ships. If you no longer want the item, please use the return process below once it's delivered.
2. Returning after delivery. You have 14 days from the date of delivery to notify us that you wish to return your order (email studio@swallo.co), and a further 14 days from that notice to send the item back to us.
This reflects your statutory right to cancel under the Consumer Contracts Regulations 2013.
3. Condition of return. To qualify for a refund, the rug must be unused, undamaged, and returned in its original packaging where possible — in the same condition you'd expect to inspect it in a shop, rather than fitted, walked on, or exposed to spills or staining.
4. Return shipping. For change-of-mind returns, return shipping is the customer's responsibility, in line with standard industry practice for bulky goods. If your item arrives faulty, damaged, or not as described, we will arrange and cover return shipping — see Section 6.
5. Refund timing. Once we've received the returned rug (or evidence that it's on its way back to us), we will process your refund within 14 days, via your original payment method. This covers the price paid and the standard delivery charge; it does not cover return shipping costs paid under point 4 above.

Made-to-order items

Because these rugs are made to your specification (size and/or colourway chosen by you), they fall under the bespoke/personalised goods exemption to the standard UK 14-day cooling-off cancellation right under the Consumer Contracts Regulations 2013. In practice:

1. Before production begins: you may cancel your order at any time between placing it and receiving our email confirming that production has started. We'll refund your deposit in full, less any costs we've already reasonably incurred.
2. Once production begins: we'll email you to confirm production has started on your rug. From that point, the order cannot be cancelled for a change of mind, and your deposit is non-refundable.
3. This does not affect your right to a refund, repair, or replacement if your rug arrives faulty or not as described — see Section 6, regardless of production stage.

6. Faulty, damaged, or mis-described items

If your rug arrives damaged, faulty, or materially different from what you ordered (beyond the natural handmade variation described in Section 2), contact us within 14 days of delivery with photos, and we will offer a repair, replacement, or refund as appropriate. This is separate from — and unaffected by — the cancellation terms in Section 5, for both in-stock and made-to-order items.

Please inspect your rug and its packaging on arrival and note any visible damage with the courier before signing for delivery where possible.

7. Delivery

- For made-to-order rugs, we aim to complete weaving within 12–15 weeks of order confirmation, though this can vary by size, technique, and material availability. We'll keep you updated if timelines shift.
- Once your rug is ready and final payment is received, we'll agree a delivery window with you.
- Please ensure a clear, accessible route to the room where the rug will be placed, as our delivery partners are not able to move existing furniture.
- Risk in the rug passes to you on delivery; ownership passes once payment is received in full.

8. Care and use

Rugs should be used and cared for as described in our Care & Documentation page. Damage resulting from inappropriate cleaning methods, excessive moisture, or use outside normal domestic conditions is not covered under Section 6.

9. Intellectual property

All designs, patterns, images, and content on swallo.co belong exclusively to Swallow and Tea Ltd and may not be reproduced without permission.

10. Liability

Nothing in these terms limits our liability for death or personal injury caused by our negligence, fraud, or anything else that cannot legally be limited or excluded. Subject to that, our liability for any order is limited to the price paid for that order.

11. Governing law

These terms are governed by the laws of England and Wales, and any disputes will be subject to the exclusive jurisdiction of the courts of England and Wales.

12. Contact

Questions about an order or these terms: email studio@swallo.co

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