

Prokraft Ethics and Policy

Prokraft is a very small business and unlike larger businesses we don't always have the resources to do everything we would like – but we do our best.

We are fiercely independent and honest:

Our videos are not monetised – we do not advertise on YouTube to generate extra income -the videos are produced to assist in the assembly of our products and also to give prospective buyers the chance to see as close to a “live” product as we don't have a physical shop. Our business is selling hardware not making films.

We do not provide free products to other reviewers – this would not be a review but an advertisement and we believe they can be very misleading

Our website & social media pages are branded Prokraft® so you know where the information and material is from and our reason for putting it there is completely transparent. We do not accept sponsorship from any manufacturers.

We do not participate in forums – they are often controlled by business owners who can never be independent – our brief experience of them involved the removal of opinions that were not agreed with – hence they are not forums but thinly disguised promotional websites. For advice we recommend joining a local woodturning club or similar where you can meet experienced independent makers and gain from their wealth of knowledge directly.

Product Testing & Photos

We test and check all our woodturning kits in our workshop to make sure they are fun, suitable for making and do what they say. We try not to use stock photographs, we do our own photography and you get to see kits in their component parts and also that have been completed in our workshop. Often our videos lead on to a still used on a product listing – we aim to provide a real view of what we sell.

Why can't I see any reviews?

We have looked at several review sites and many charge for their services – we believe the point that money changes hands for such a service they become compromised. There are some independent reviewers such as Google however as a small business we are excluded from joining as our turnover is insufficient. We request reviews from our customers to ensure we are continuing to provide a good service and identify areas where we can improve, we do not publish these reviews as we control them. Some suppliers pick a few good reviews and publish them – we believe these to be worthless – we might as well write our own!

What about packaging and recycling?

Many of our products are sourced overseas and arrive in a lot of protective material, we do our best to re-use any excess where we can. We shred scrap paper and often use this for protective packaging. Kits such as pens often have many small grip-seal bags, these are very useful and can easily be re-used. If you cannot re-use them you are welcome to collect them and return them to us and we will re-use them if we can – just click on the contact us page for our address. We do not advertise bio-degradable packaging as we believe there is a big difference between those that are “technically” bio-degradable and those that are “actually” bio-degradable. Re-using is primary recycling.

Instructions:

We do not generally send printed instructions with kits, this is to save duplication and waste. They are downloadable and available to see BEFORE purchase so you can see what tools a kit may require. We want you to make an informed decision about your purchases – we have nothing to hide. We will send printed instructions on request with an order