

# BUJewellery Terms & Conditions

## Delivery Information

UK Mainland deliveries are sent by **Special Next Day Deliver** and your parcel will require a signature on receipt.

- Flat delivery fee of £10 in UK on orders **under £500**
- Delivery rates throughout UK on orders **over £500** will vary
- Deliveries outwith the UK will vary
- Overseas deliveries may incur import duties for which you will be liable

While many items are available for immediate dispatch, others will be made to your specification and may take up to 12 weeks to prepare. If you need something sooner or by a specific date please phone 447876784082 or email [beatrice@bujewellery.com](mailto:beatrice@bujewellery.com) before placing your order.

## Packaging

Your jewellery will arrive in a branded presentation box within a protective envelope.

If you have any special requests, please email [beatrice@bujewellery.com](mailto:beatrice@bujewellery.com) and we will be happy to oblige wherever we can.

## Ordering Online

Ordering online with us is safe and secure. We use Paypal to process your payment and never hold your credit card information.

## Return/Refund Policy

If for any reason you are not entirely satisfied with your purchase we are happy to offer a refund and exchange policy on the following basis:

Items must be returned within 14 days of the date your parcel arrives, in the condition sold and in original packaging. Exchanges are possible, however, we are unable to refund or exchange bespoke items or jewellery created at your request.

We recommend you return items via an insured and reliable postal service as items are your responsibility until they reach us. We do not accept any responsibility for postage costs, nor for any items lost, stolen or damaged in return transit.

In the interests of fraud prevention, your refund will be issued by the same method that you paid within 28 days of receipt of the return.

### **Late and Lost Deliveries**

If your UK Mainland delivery has been delayed, please contact us and we will provide you with the tracking number to enable you to chase it up with Royal Mail.

*International delivery* - When items are sent to another country, your parcel is often handled by more than one postal service. Unfortunately, that means delivery problems are more likely. When we send a parcel abroad, the actual delivery of the item will be the responsibility of the postal service in the country the items are going to. Delays can often be caused by customs checks, which can sometimes take up to 1-2 weeks.

*Items not received but tracked as being delivered* - This may happen when items are delivered to places of work and someone else will have signed for it. Please note that we do not refund or replace items that are tracked as being delivered.

### **Feedback and Complaints**

We always welcome feedback from our customers as it enables us to improve our service. If we should receive a complaint about any part of our service, by phone or e-mail, then it will be dealt with promptly.

### **Privacy Policy**

Your contact information is also used to contact you when necessary, regarding your order.

### **Security**

This site has security measures in place to protect the loss, misuse and alteration of the information under our control. We do not store financial information like credit card numbers on this site.

### **Rules for Online Conduct**

By using the service, you agree that you will not attempt to undermine the integrity of this website.

### **Copyright**

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