



## **ABOUT US AND OUR CONDITIONS OF BUSINESS**

Frances Alexandra Jewellery is an independent business with no affiliation to any other organisation. We guarantee our work against any manufacturing faults for a period of 12 months from the date of invoice, subject to any conditions that may be applied. We make every effort to ensure that our products are fit for purpose and of the highest quality, however in the unlikely event of any dissatisfaction, please do not hesitate to make us aware of this and we will make every endeavour to resolve your issue. If the item has, or appears to have, been damaged or otherwise affected by other than normal use, we reserve the right to refuse any replacement or repair. Where the item has been specifically designed to your specification, we regret that a refund will not be possible save for the salvage value of any of the components.

### **RETAIL RETURNS**

I offer a full money back guarantee or credit note on our non-bespoke or non-special order jewellery if returned within 30 days of purchase as shown on your receipt. The jewellery must be unworn, with all original packaging and certificates if supplied and all elements must be undamaged, unaltered and with proof of purchase. It may be necessary for us to inspect pieces on return before confirming a refund is due. This may take several working days, and we reserve the right to charge a fee should any the fair returns requirements not be met. Your statutory rights are not affected. This return policy excludes sale items, bespoke items and special orders which may not be exchanged or refunded, statutory rights excepted. We advise you to consider insuring your purchase against loss or accidental damage.

### **DESIGN**

I offer a personalised design service to create your perfect piece of jewellery, with access to wax modelling and silver trial pieces to ensure that you have the greatest opportunity to visualise your order, ensuring it is exactly what you want. It is important to recognise that the Intellectual Property rights remain with Frances Alexandra Jewellery subject to the Intellectual Property Act 2014. In the event that you want to make a design change following receipt of any of the above, a charge of £50 may be asked for if you want further examples.

### **CONFIRMATION OF ORDER**

Once you are satisfied with your design and estimate, a 50% deposit is required to confirm the order. In the event that the material costs are an unusually large proportion of the estimate, then the material costs would be the deposit required. This will be advised at the time of confirming the order. In the event that you decide to cancel your order, this must be notified to, and acknowledgement received from, Frances Alexandra Jewellery within 48 hours of placing the order. After this time, deposits are not refundable. Payment of the balance is required on delivery. This may be made by BACS payment, Debit or Credit Card or cash if you prefer, or any combination thereof. Please be aware that our estimate is subject to fluctuations in material costs where applicable, and

your invoice may vary - any deviation will be notified prior to purchasing any materials to ensure that you are satisfied with any price change.

### **LEAD TIMES**

Typically repairs will take 2-3 weeks, and manufacturing 8-10 weeks. It may be possible to improve on these times, but a rush charge may be added if additional costs are incurred in doing so. However, the lead-time will be that prevailing at the time of order.

### **INSURANCE**

Where Frances Alexandra Jewellery is carrying out repairs, refurbishment or modifications to your jewellery, or has items on-site as part of the manufacturing process, we have in place specialist Insurance cover with T. H. March Ltd., a specialist insurer to the jewellery industry. Your items are securely stored whilst on our premises, and in the unlikely event of loss, T. H. March will deal with your claim.

### **PAYMENT**

Payment of the balance of the invoice is required on delivery by the above methods. In the event that any work requires specific items to be sourced a deposit may be required to cover these costs.

### **ETHICAL POLICY**

Frances Alexandra Jewellery sources diamonds with the utmost regard to ethical considerations. We use legitimate, highly regarded suppliers who act in compliance with United Nations resolutions to prevent the trade in "conflict" diamonds.

### **WORKSHOPS**

As a small business I have a non-refundable policy to ensure that my costs are covered and the ongoing viability of my workshops are protected. I will make every effort to ensure that your workshop goes ahead on the agreed date. However, should unforeseen circumstances arise, an alternative date or time will be offered or a full refund will be given. Unfortunately refunds cannot be given for cancellations, however if you need to change your date please give me as much notice as possible, minimum 24 hours, and we can arrange a new date within the following 6 months. Bookings are confirmed with full payment.

Thoresby park car parking charges are not included in the price of the workshop.

### **DATA PROTECTION**

Frances Alexandra Jewellery will never share your contact details with any other party except with your written consent, and this will only be done if absolutely necessary. We will only contact you for reasons directly connected with work you have placed with us unless you have specifically consented to receive information about our activities