

Terms and Conditions

Please allow at least six weeks between placing your order and receiving your bespoke jewellery. If you need your jewellery sooner, please ask if this is possible.

All jewellery is handmade to order (other than one of a kind pieces) and as such we are unable to accept returns unless an item is faulty.

Please bear in mind that as each item of jewellery is hand made there may be slight variations in elements of the design and that due to the nature of the materials used, there may be slight differences in the texture and colour of individual stones/beads.

Payment

For bespoke jewellery, a 50% non refundable deposit is payable on order; manufacture will not commence until payment has cleared. The balance must be received 1 week prior to the agreed delivery date, unless otherwise agreed. Jewellery will not be despatched until payment has cleared. If you are collecting your jewellery you may pay the outstanding amount in cash, on collection.

For all other items on the website, full payment is required when placing your order. Please e-mail or telephone to place your order, stating how you would like to pay for your jewellery. We will then forward you a paypal invoice or our bank details.

Payment can be made by bank transfer, cheque or by paypal.

Cheques to be made payable to Treasured Earth.

We are only able to accept payment in pounds sterling.

Delivery/P & P

We aim to despatch your order as soon as possible after payment. However, due to the fact that most items are made to order, there will be a delay between payment and delivery. Bespoke pieces have a lead time of 4 to 6 weeks minimum (this may be longer at very busy times) to allow for manufacture and hallmarking. The time frame will be discussed with you during the design process.

Standard delivery is Recorded (signed for) at £6.50 or you may upgrade to Special Delivery at a surcharge of £3.50 (total £10). We highly recommend that you choose Special Delivery for all items valued at over £45 and if you are ordering a sterling silver or gold tiara, or rings you must choose Special Delivery. Items sent by Recorded or Special Delivery will need to be signed for. Additionally, items sent by special delivery are insured up to the value of £500

We can not take responsibility for late or non delivery due to conditions outwith our control. Please let us know within 48 hours if a parcel is damaged on arrival, you can do this by telephone; followed up by a letter or e-mail.

Returns

One of a kind pieces

If you purchase a one of a kind piece of jewellery and are unhappy with it, you may return it within 7 working days of delivery for a refund or exchange, including the initial postage and packaging charge. However, the cost of returning the item lies with you, the purchaser and will not be refunded. We recommend that you return your parcel by special delivery as it is insured in transit and you will have proof of posting. Jewellery must be unworn, in perfect condition and in the original packaging. Due to health and safety legislation earrings cannot be returned

Bespoke /Made to Order Jewellery:

As each item of bespoke/made to order jewellery is made to your specifications, we are unable to accept returns unless an item is faulty.

Faulty items

We want you to be happy with your purchase and operate a stringent quality control procedure whereby every item is checked prior to despatch. However, in the very unlikely event that an item is faulty you may return it for a full refund or exchange, including all postal costs.

Please contact us prior to returning your order, by telephoning 01461 338094 or e-mailing us at info@treasuredearth.co.uk

Packaging

All jewellery comes in our distinctive black and white packaging, beribboned boxes or hardwood boxes as appropriate.

Copyright

The designs shown on this site are the intellectual property of Lisa Rothwell-Young. Any infringement of design right or copyright (such as copying by other manufacturers or retailers) would entitle us to take civil action in court with a view to seeking damages.

Contacting us

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We reserve the right to amend these terms and conditions from time to time and will notify our customers by displaying the new terms and conditions upon our website.