

Our full TERMS AND CONDITIONS are found [here](#) but here is a summary of the important things in it, that you need to know.

GOODS ON SALE ON THE WEBSITE

We aim to accurately describe all goods for sale as clearly as possible.

We cannot be responsible for the quality of diamonds, gemstones or pearls supplied by you; therefore we cannot accept responsibility for any damage caused in production due to the unknown nature of such stones.

Because we rely on our suppliers, we cannot always guarantee that items advertised on Our Website are available and they may change from time to time.

If we do not have all of the Goods you order in stock, we will offer you alternatives. If this happens you may: either or accept the alternatives we offer; or cancel all or part of your order.

The cost of any alteration is NOT included in the original purchase price.

We can only deliver within the UK.

ALTERATIONS

We are happy to accept goods for alteration provided that they are returned following our 'Returns' policies. Unless otherwise agreed, the cost for alteration will include:

- the cost of labour (if appropriate),
- any additional metals required,
- return postage costs.

PRICE AND PAYMENT

The price payable for the Goods that you order is clearly set out on Our Website and is inclusive of VAT.

It is possible that the price may have increased from that posted on Our Website. If that happens, we will not despatch the Goods until you have confirmed that you wish to buy at the new price.

If the item you order is available in parts, you must pay us the full price of your order before we will send any part of it.

If, by mistake, we have under-priced Goods, we will not be liable to supply those Goods to you at the stated price, provided that we notify you before we dispatch it to you.

The price of the Goods does not include the delivery charge which will be charged at the rates applicable at the date you place your order and which will be displayed on

a page of Our Website before we ask you to pay. All orders exceeding a value of £100 will qualify for free Royal Mail Special Delivery.

If we owe you money, we will credit your credit or debit card as soon as reasonably practicable but in any event no later than 21 days from the date when we accept that repayment is due.

SECURITY OF YOUR CREDIT CARD

We take care to make Our Website safe for you to use.

Card payments are not processed through pages controlled by us. We use one or more online payment service providers who will encrypt your card or bank account details in a secure environment.

DELIVERY

Due to restrictions as a result of the Coronavirus pandemic, our standard delivery timeframes may be affected.

We aim to send Goods within 2 working days from the date you place the order (but with a maximum of 30 days), except 'made to order' goods which will be delivered as soon as possible and we shall email you to notify you of the dispatch date.

If we are not able to deliver your Goods within 30 days of the date of your order, we shall notify you by e-mail to arrange another date for delivery.

Goods will be sent by Royal Mail Special Delivery, or in the case of goods worth less than £50 – by 'Royal Mail Signed For' First Class. It is your responsibility to ensure the delivery address is correct. We will send you a message by email to tell you when we have despatched your order

Goods will only be sent to the Billing Address on your method of payment.

Once Goods have been delivered to the Billing Address and signed for by an individual at this address, we consider the item successfully delivered and are no longer responsible for the item at this point.

We may deliver the Goods in instalments if they are not all available at the same time for delivery.

Michael Spencer Jewellery cannot be held responsible for goods lost or delayed in transit.

If your order is returned to us because the postal service could not complete the delivery to you for whatever reason, then you will be responsible for the repeat delivery costs.

When your Goods arrive, it is important that you check them immediately the condition and quantity. If your Goods have been damaged in transit, immediately contact us, or by 14 days after receipt at the latest

We cannot refund or refund or replace lost items until 20 working days after the date of dispatch (this is when the Royal Mail classes items as being lost).

If we agree with you to deliver on a particular day or at a particular time, we will do our best to comply, but this will be an estimate only, and we are not liable to you for any expense or inconvenience for delayed delivery or non-delivery.

COLLECT

We are happy for you to pick up Goods from our shop provided you make an appointment in advance and payment has been received into our bank. A cheque on arrival is not acceptable.

If you pick up Goods from our premises then Goods are at your risk from the moment they are picked up by you from our shop;

RETURNS

We hope that you will be happy with your purchase, but we know that occasionally things can go wrong. We are happy to accept return of Goods if there is a defect with them on receipt, or if we specifically agree with you that you may return them. Please follow these guidelines to return Goods to us, or Goods for alteration:

Please contact us by email at m Spencerjewellery@outlook.com within 14 days of receiving the goods giving your reason for returning the goods

So far as possible, Goods should be returned:

- with both Goods and all packaging in their original condition;
- including our delivery slip;
- a note clearly stating the fault and when it first became apparent;
- the parcel securely wrapped; at your risk and cost.

You are responsible for the cost of returning the Goods. We have no obligation to refund to you, your cost of re-packing and returning the Goods.

Michael Spencer Jewellers are not liable for the item if it gets lost on route to us.

We strongly recommend that Goods should be returned by **Royal Mail Special Delivery** (or Recorded Delivery if value is less than £50).

Or Goods can be delivered by hand, in person to our workshop. Any other method of delivery is at the owner's risk.

Goods should be returned to:
Michael Spencer Jewellers
Workshop 6, Orchard Square
Sheffield, S1 2FB

Please follow this procedure, otherwise we will be unable to identify you as the sender of the Goods.

Once we receive the Goods we will acknowledge receipt via email on receipt of the Goods and then within 14 days, either process a refund, or email an estimate for alteration In returning faulty

Most of the Goods are covered by our guarantee for a minimum of 12 months.

If we agree that the Goods are faulty, we will refund the cost of return carriage and either repair or replace the Goods.

CANCELLATION AND REFUNDS

If you have ordered Goods, but not received them, you may cancel your order without giving a reason, at any time within 14 days of your order. You will have no obligation and we will return your money.

If you have ordered Goods, and received them, you may cancel your order at any time within 14 days of the date you received them. You must tell us that you wish to cancel. You must also send the Goods back to us within that same 14 day period.

We will return your money within 14 days of receipt, subject to the following conditions:

- we receive the Goods in a condition in which we can re-sell them at full price, in new condition, with labels and packaging intact.
- you comply with our procedure for RETURNS policy.
- We cannot return your money unless we know who sent them.

We regret that we cannot accept RETURN or REFUND of your order for:

- the purchase of earrings or pierced product (for reasons of hygiene)
- If we have made alterations to an “off the shelf” item at your request, such as, (but not exclusively) re-sizing or engraving
- For Made To Order Custom products - THESE WILL BE DEEMED NON REFUNDABLE
- If the TAG has been removed or tampered with from any TAGGED items you have received. - THESE WILL BE DEEMED NON REFUNDABLE