

Bellefontaines' Limited - Online Orders: Terms and Conditions

1. Applicability

Unless otherwise stated, these Terms and Conditions apply regardless of the method used to the order the goods. All orders are accepted on these Terms and Conditions.

No variations to these Terms and Conditions shall be binding unless agreed to in writing between Bellefontaines' Jewellers and the purchaser.

2. Payment

All prices include UK excise duty and UK VAT applicable at the time. All goods must be paid for before dispatch. Payment may be made using our secure server by Visa, MasterCard, or Switch cards.

3. Dispatch of Goods

Dispatch will occur only on satisfactory authorisation of payment cards. The dispatch and delivery charge will be £1.50 for goods up to £50.00, £4.00 for goods priced £50.00 to £150 and free for all orders over £150.00. This charge will be added to the total price of the goods.

4. Delivery of Goods

Goods should arrive 4-5 days from the date we receive your order. All deliveries will be sent by Royal Mail Special Delivery service. A signature will be required to acknowledge delivery. The signature of the person accepting delivery at the delivery address will be proof that you have received the delivery.

If an item is out of stock, we will endeavour to get it for you as soon as possible. We will email you if this is the case and give you an idea of when we should be able to dispatch the order. You will always have the option to cancel your order if you would rather not wait. If you have any queries regarding delivery, please email sales@bellefontainesjewellers.co.uk or phone 01277 655481.

5. Return of Goods

Your satisfaction is our first priority. If you are not completely satisfied with your purchase for any reason, you can return it unused and in a saleable condition within 7 days of receipt for a full refund. This provision does not affect your statutory rights (relating to faulty or misdescribed goods or your right to cancel orders under the consumer Protection (Distance Selling) regulations, further details of which are available from your local Trading Standards Department or Citizens Advice Bureau. To return an item for a refund, please use Royal Mail Special Delivery service.

In the interest of hygiene we are unable to offer a refund or exchange on any pierced jewellery.

6. General

All measurements are approximate. The reproduction of colours is as accurate as the photographic and production process will allow. All matters concerning the incidental to any offer or agreement for the purchase and sale of goods from our website shall be in English and constructed and governed according to English law and the English courts shall have jurisdiction in all such matters.

7. Cancellation

If, for any reason you are unhappy with the item/s you have ordered you have the right to cancel. You can email us on customerservice@bellefontainesjewellers.co.uk or call 01277 655481.

If you wish to cancel before the items are dispatched, you are asked to contact us by e-mail as soon as practicably possible. If however your cancellation is received after the items have been dispatched, please return the item/s as detailed in our returns section.

8. Faulty Goods

If the goods are faulty and you would like a replacement please email us as soon as possible so that we can arrange a replacement item to be sent to you.

9. Confirmation of Order

All orders will be confirmed by email immediately the order is processed.

10. Security

Your credit card details are dealt with using the most secure encrypted format approved by inter-bank standards.