

Precious Charms Terms & Conditions

How to pay

Payment can be made by Master Card, American Express, Visa, Visa Electron, Delta, Switch & Maestro debit cards through Paypal using a secure online payment system.

Prices shown on the site are in pounds sterling (GBP) and are inclusive of VAT. If ordering from outside the UK, currency conversion will be handled by Paypal.

Please note that any taxes or duty incurred in the country of destination are the responsibility of the customer.

Delivery

You will receive notification of dispatch by email within 1-2 working days of your order being processed

Post & Packaging

All orders will be dispatched by 1st Class registered delivery or International Registered Post.

Our Guarantee

Quality - Precious Charms jewellery is unique and handmade to a very high standard and therefore items cannot be compared to similar products found on the high street.

We offer a no quibble 7 day returns policy in UK & Worldwide

Special Offers, Custom made and Sale Items are NOT REFUNDABLE.

Returns policy

Please inform us of all breakages within 48 hours of receiving your order.

Items purchased must be returned **unworn** within 7 days of receipt, for a full refund.

We are unable to accept the return of earrings in compliance with current U.K Health & Hygiene regulations.

We request that all goods are returned within 5 days of the date of your request in perfect condition and in their original packaging for a full refund.

Exchanges are subject to product availability. Exchanged items can only be dispatched after the returned goods have been received and undergone a quality control check.

In the UK, all returns must be sent by 1st class, registered post. For Europe and Worldwide orders, please return by FEDEX/DHL/UPS or Express Registered mail. We are unable to accept responsibility for the non arrival of returned goods. The delivery charge on the original order will not be refunded.

It is advisable to obtain proof of posting when returning items.

For all returns you will be required to pay for the return of the items to us. We cannot accept responsibility for parcels lost in transit.

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Precious Charms reserves the right to make changes to this policy.