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Product Descriptions:

At all times Eclectica attempts to be as accurate as possible. However there are a number of factors that can affect the way a product is represented and as such Eclectica does not warrant that product descriptions are accurate, complete, reliable, current or error-free. If an Eclectica product is not as described your sole remedy is to return it in an unused condition within 7 days.

Returns & Exchanges: At Eclectica we are passionate about creating a positive shopping experience. If you are not satisfied with your purchase we will do everything within reason to remedy the situation. Please read our “official” return/exchange policy.

We attempt to promptly ship products ordered. Generally, orders placed Monday-Friday before 12 PM EST will begin processing that day, excluding holidays, and will ship within 72 hours, in all cases pending availability and credit verification. Orders placed on Friday after

12 PM EST will begin processing on the following Monday. Please note that these processing and shipping provisions are only general guidelines, and we cannot guarantee that the time frames noted will be met.

We check all merchandise for defects and damage prior to shipment and it is highly unlikely that your purchase will be damaged in transit. It is the responsibility of you the buyer to check the product promptly upon its arrival to make sure it is free of any defects. Goods damaged due to buyers' negligence will not be accepted for refund.

Eclektica ships all orders with insurance so please contact us within 3 days of receipt of any damaged goods so we can contact the shipping company and proceed accordingly. Please email us at returns@eclektica.com.

Please choose your products carefully as we do not offer refunds for change of mind, however we do offer exchanges or credit notes.

Full refunds are only accepted for faulty goods or if the item is not what you originally ordered. For hygiene reasons, we are not able to accept returns on Earrings unless they are faulty. When ordering Rings, it is the customer's responsibility to ensure that they have ordered the correct size.

All returns must be sent back to Eclektica **within 7 days of your receipt** of the ordered merchandise or the return will not be accepted. Item(s) must be in original unworn condition, and all tags, cards, boxes and/or pouches must be included with your return. We will not exchange goods that have been worn, do not have their original packaging or show obvious signs of abuse.

Please email us at returns@eclektica.com before sending a return to receive a return authorization number (RA#) and to let us know the reason for the return/exchange and provide proof of purchase. Once you have your RA# please ensure that it is written on the outside of your package for prompt service.

The item is your responsibility until it reaches us. For your protection, it is mandatory that returns are sent back to Eclektica using a delivery service that insures you for the value of the goods, since we cannot be responsible for lost/damaged packages. Please pack returns carefully and well protected, as items damaged from improper packaging will not be accepted.

Shipping and handling charges are non-refundable, and the customer is responsible for return shipping costs (unless the item had arrived damaged).

Once your package has been received at Eclektica, if you are entitled to a refund, in the interests of fraud prevention, your refund will be credited back to your original method of payment within 28 days of receipt of the return. If you wish to make an exchange, you will need to place a new order (unless you are exchanging a damaged item). If the item you want to exchange is sold out, you will receive a credit note or full refund.

Any return or exchange that does not meet the above criteria will not be accepted and the goods will be sent back to the customer, as we do not sell used merchandise.

Price adjustments are not available for items which have gone on sale since being purchased. Any item purchased on sale may be returned within the allowed time frame, but for a credit note only (no refunds).

Pricing Policy

Except where otherwise noted, the List Price displayed for products on our Website represents the full retail price listed on the product itself, suggested by the manufacturer or supplier, or estimated in accordance with standard industry practice. The List Price is a comparative price estimate and may or may not represent prevailing price in every area on any particular day. At eclektica we can not confirm the price of a product until after your order has entered the shipping process. Sometimes a product may be incorrect. If a products correct price is higher than our stated price we will, at our discretion, either contact you for instructions before shipping or cancel your order and notify you of such cancellation.

Risk of Loss

All items purchased from Eclektica are made pursuant to a shipment contract. This means that the risk of loss and title for such items pass to you upon our delivery to the carrier Star Track Express : www.startrackexpress.com.au

Eclektica takes no responsibility should an article be left with the customers authorisation and the parcel goes missing from the premise.

Gift Recipient Service

When using the Eclektica Gift Recipient service Eclektica relies on 'you' the customer to provide consent for the use of the 'gift recipients' personal information to process and complete delivery of their order. We use that personal information for the purposes of processing the shipment and in some cases to communicate with the intended recipient. The onus is on 'you' to provide and be responsible for the intended recipients consent so that we can see their personal information for these limited purposes.

Promotional Codes

Promotional codes must be used at the time of purchase they can not be used retrospectively. Promotional codes have issue and end dates. You must use your

promotional code within the provided timeframe. Promotional codes can not be used on Gift Card purchases.

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