



## – DELIVERY & RETURNS –

### Delivery

#### Placing your order

Each piece of jewellery is handmade by Claire.

Most items are made to order and dispatched in 4-6 weeks, though if an item is in stock it will be sent the next working day. Some items such as commissioned or personalised orders can take up to 8 weeks. If you have an urgent order please contact Boutee at [customer\\_support@boutee.co.uk](mailto:customer_support@boutee.co.uk) and we can let you know more about lead times and if it's in stock.

If you would like a personal message to accompany any gift orders, please contact Boutee.

#### UK Delivery

Parcels are sent via Royal Mail special delivery service which requires a signature. If there is no-one available to accept the parcel, a calling card will be left for you.

### Returns

We hope you will be delighted with your jewellery. If, however, you wish to return your item, please notify Boutee by email at [customer\\_support@boutee.co.uk](mailto:customer_support@boutee.co.uk) and, **once the return has been approved**, return it to us by the same delivery method you received it, unworn and in its original packaging.

Personalised items, items that are custom made and items sold at a discount are non-refundable and non-returnable.

Items must be returned within 7 days of receipt. You shall be refunded the full amount, less our delivery charge, on receipt of the item. Funds will be credited to the original purchaser's account within 30 days. You will be responsible for the item(s) until they reach us - we are unable to accept responsibility for the non-arrival or damage of returned goods - and we suggest you use a secure delivery service that requires a signature for proof of receipt. International customs charges, duties and taxes are non-refundable for shipments outside the UK.

