



LONDON

RETURNS / CANCELLATION POLICY:

Under the United Kingdom's Distance Selling Regulations, you have the right to cancel your order up to 7 days from date of receipt, as long as the items are in their original condition, unused and unworn. The returns process is simple – email hoc@heatheroconnor.com within 14 days of delivery to inform me you wish to return an item and your reason why.

I offer a 14 day return policy on most full priced items. As long as they are in their original condition, unused and unworn with all original packaging, items can be returned for a refund or exchange.

Items that are not eligible for refund:

Earrings are non-refundable for hygiene reasons

Rings that have been resized to your specified size are non-refundable

Personalised items or bespoke items are non-refundable

All refunds exclude postage costs, unless a mistake has been made by us. If you received free postage on your original order, the cost of that postage will be deducted from the refunded amount.

PLEASE NOTE: You are responsible for the safe return of the item and it is recommended that you use Royal Mail Special delivery which will provide insurance cover, tracking and proof of postage for the safe return of the item. I am not responsible for any item that goes missing in transit when being returned to me.

EXCHANGES:

When you contact me regarding an exchange please let me know which item you wish to exchange for. You will be charged postage for all exchanged items.

FAULTY OR DAMAGED GOODS:

Quality of craftsmanship is of the utmost importance to me, but if a product is found to be defective on receipt, it will be repaired or exchanged for a new product at no additional charge.



PLEASE NOTE: Refund/exchange is not guaranteed and is subject to my review of the returned product.

ADDRESS FOR ALL RETURNS AND EXCHANGES:

Heather O'Connor, 401 ½ Studios, 401 Wandsworth Road, London, SW8 2JP.

