

**WILL ODELL**

LONDON

## **Shipping & Returns Policy**

Shipping: Deliveries will require a signature so please bear this in mind when providing a delivery address.

Duties: any import duties, sales taxes or other import costs, incurred at the point of entry into the destination country are the responsibility of the customer.

I cannot refund or replace lost items until 20 working days after the date of despatch (30 days for international items) - this is when the Royal Mail classes items as being lost. Will Odell Designs cannot be held responsible for goods that are lost or delayed in transit.

Will Odell Designs is not liable for damage incurred to goods in transit or for non-delivery. You will become the owner of the goods you have ordered once they have been dispatched to you. Once goods have been delivered, they will be held at your own risk, and I will not be liable for their loss or destruction.

Packaging: Your jewellery will be sent to you in an unbranded envelope or box containing a lovely presentation box. Please rest assured that I always package my items securely and safely.

Returns: You have 14 days to return goods for any reason. You are responsible for the safe carriage of items to Will Odell Designs. You will then receive a refund for the full value of your purchase for stock items. The item is your responsibility until it reaches me. For your own protection, I recommend that you send the parcel using a delivery service that insures you for the value of the goods. I cannot be held responsible for returns that are lost in transit. The cost of returning the item to me is your responsibility. Your original postage costs will not be refunded unless the item you received was sent in error or is faulty. Products must be returned and carefully repackaged in their original packing.

Refunds: if you are not entirely satisfied with your purchase, I can offer an exchange or credit note within 30 days of purchase. Alternatively, I offer a refund if it is a stock item and is returned unworn and in its original packaging within 14 working days of your receipt of the order.

Bespoke: I am not able to make refund for bespoke commissions. The customer retains the right to cancel a commission at any point, however the design fee, material and production costs will be liable to a cost.

To arrange a return please email [customer\\_support@boutee.co.uk](mailto:customer_support@boutee.co.uk) quoting your name, address, details of the product, the reason for return and whether you require a refund or replacement.



Any item(s) being returned must be returned in their original Will Odell packaging.

Sale items are non-refundable and non-returnable.

