

TERMS AND CONDITIONS

Please read terms and conditions carefully before placing any orders

GENERAL

By using our website or placing an order, you agree to be bound by these Terms and Conditions. These Terms and Conditions may be amended from time to time. It is your responsibility to regularly read through them, as the version of Terms and Conditions that will apply to your order will be those on our website at the time you place your order. If you do not agree to any change to the Terms and Conditions, do not use this website.

These terms and conditions do not affect your statutory rights.

To place the order you must be at least 18 years old and legally capable of entering into binding contracts.

ORDERS

As most of our pieces are handmade to order it might take 1-3 weeks for your order to ship. Items in stock will ship within 2-3 days from purchase. Delivery normally takes 3-5 working days from dispatching date.

If you would like to receive your package by a certain date, please contact us BEFORE you place an order to check product availability and arrange express delivery.

To place an order, you will be required to follow the shopping process online and press the "Buy" button to submit the order.

Once you have placed your order, you will receive an email confirming that your order has been received and is now being processed (the "Order Confirmation"). Please note that this does not mean that your order has been accepted. If for any reason we are unable to fulfil your order, we will let you know as soon as possible. If we have already received payment for this order, we will refund the applicable amount using the same method used to make the payment. Please note: No contract in respect of any products shall exist between us and you until your order has been accepted by us (whether or not funds have been deducted from your account). All orders are subject to acceptance by us, and we will confirm such acceptance to you by sending you an e-mail that confirms that the product has been dispatched (the "Shipping Confirmation"). The contract for the purchase of a product between us will only be formed when we send you the Shipping Confirmation. The Contract will relate only to those products whose dispatch we have confirmed in the Shipping Confirmation.

PAYMENT

We accept Visa, MasterCard, and American Express debit and credit cards. We also accept PayPal payments.

For all card payments we use the Shopify payment network to ensure the latest in security technology is keeping your information safe. Debit / credit card and order data is encrypted and secure. Shopify is Level 1 PCI compliant and uses 256-bit SSL certificates to keep order details secure.

PRICES

All prices on our website include VAT within UK but do not include delivery cost. Shipping charges will be added to the price of our products at checkout.

For goods shipped outside the UK, you will be liable for any local or importation taxes or costs due on your purchase. Items that are unclaimed by a customer and returned to our studio; we reserve the right to minus all costs incurred. Parcels will not be reshipped unless all incurred fees are paid for.

While we try to ensure that all prices on the website are accurate, errors may occur. If we discover an error in the price of products you have ordered, we will inform you as soon as possible and give you the option of reconfirming the order at the correct price or cancelling it. If we are unable to contact you, the order will be cancelled and if you have already paid for the products you will receive a full refund. We are under no obligation to provide the products to you at the incorrect price (even after we have sent you a Shipping Confirmation) if the pricing error is obvious and unmistakable and could have reasonably been recognised by you as incorrect price.

Please note that the prices on our website are subject to change, without prior notice, according to material market price.

DELIVERY

All orders are shipped insured with tracking via Royal Mail and require signature for delivery.

Shipping fees are as follows:

Delivery within UK – Royal Mail Signed for – £6.50

Delivery within EU – Royal Mail International Signed For – £11

RETURN POLICY

We take a great pride in our products and quality is one of our foremost priorities. We hope that you will be delighted with your purchase.

Because some of our pieces are handmade to order, all customised orders (including non-stocked size orders) are final sale and cannot be returned or exchanged, so choose carefully. We recommend that you confirm appropriate sizing for rings prior to placing your online order.

Items listed as "in stock" can be returned (if unworn) within 14 calendar days of delivery for a full refund, exchange or a store credit. This means that you are allowed to change your mind and send back the goods you have received, without any obligations from your side, apart from the return shipping fees. Items must be in their original, brand new condition, showing no signs of having been worn or used. If you have been charged for the items, you will receive a refund which will include the purchase delivery costs and exclude the cost of the return of the items. If you choose to keep certain items and only partially cancel your order, the delivery cost will not be refunded.

Earrings cannot be returned or exchanged under any circumstances for hygiene reasons.

If you receive an item that is faulty please contact us as soon as possible and return the item in accordance with our return procedure. For any items that we do find to be faulty, we will always provide a full refund.

Return instructions and shipping:

For all return requests please contact info@irenachmurajewellery.com immediately. Please include the order number and the reason for your return. Once we authorise your return, we will issue you a Return Form and shipping details. You will be fully refunded within 14 days of receiving the goods back.

In the event of a valid return, the customer is responsible for all shipping costs (including a secure tracking number & insurance) involved for returning the item.

The item you are returning/exchanging is your responsibility until we receive it. We do not refund items that are lost or damaged in transit back to our studio - please be sure to package your items with extra padding and to include secure tracking information and insurance for your own protection. Please email us the tracking number.

All returned items must include its original packaging, receipt of purchase and a return form issued by our studio.

OUR PRODUCT

All our jewellery is designed and carefully handmade in London. Due to its handcrafted nature each piece is unique and might vary slightly in finish. We cannot guarantee that the item you order will be an exact copy of the one displayed on our website.

COLOUR OF PRODUCTS

Although we have made every effort to display our products as accurately as possible, the colours of the metals or stones that you view on your computer monitor may be different from the actual colours of these products. We are not responsible for any inaccuracy in this regard.

JEWELLERY CARE

The designs are very delicate, dainty with a subtle detail. Every piece is hand made using the finest quality materials. We encourage you to take a special care when wearing it.

To ensure that your new piece of jewellery will stay beautiful avoid wearing it in situations where it might get damaged easily (e.g. whilst doing household or manual jobs or when using sport equipment).

Avoid any kind of contact with bleach or cleaning products and always take off your jewellery before swimming and showering. Apply all beauty products, such as perfume, hairspray or deodorant, before putting on your jewelry.

PRIVACY & DATA PROTECTION

At Irena Chmura Jewellery we are committed to protecting your privacy. We use the information we collect to process your order and provide you with a more personalised shopping experience.

Your information will not be given to any outside organisation for its use in marketing without your consent.

By using our website you consent to the collection and use of this information in order to meet our commitments to you and to provide you with the service you expect. If we change our privacy policy, we will post those changes on this page.

How do we use your personal data

We need your data for the following purposes:

- To create your personal account
- To process and fulfil your orders and to notify you of your order status
- To contact you if there are any problems with your order or with the delivery of your items
- To send text message notifications of delivery status
- To answer your queries and to inform you of new or changed services
- To manage your account by carrying out credit checks
- To be able to validate that you are of legal age for shopping online
- When you enter a contest or promotional feature we may ask for your name, address and e-mail address so we can administer the content and notify winners
- To send you marketing offers such as newsletters and catalogues

We will only keep your data for as long as necessary to carry out our services to you or for as long as we are required by law. After this your personal data will be deleted.

Cookies

A cookie is a small text file that's stored on your computer, tablet or phone when you visit a website. Cookies are not computer programs and they cannot spread viruses. They cannot access other information stored on your computer and they can't harm your computer. All e-commerce websites use cookies.

There are two types of cookies: permanent and temporary (session cookies). Permanent cookies are stored as a file on your computer or mobile device until they expire or until you delete them from your cache. Session cookies are deleted when you close your browser session. We use permanent cookies to remember things about you as returning visitor (e.g. to store your details if you select "Remember me" when you log in). We use session cookies when you use the product filtration function, to check whether you are logged in or if you put an item in your shopping bag.

You can easily erase cookies from your device using your browser. You can choose to disable cookies, or to receive a notification each time a new cookie is sent to your computer or mobile device. To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit www.allaboutcookies.org. Alternatively, you can search the internet for other independent information on cookies.

To make an order through our online shop you will need to have cookies enabled.

Third-party cookies

We use third-party cookies to collect statistics in aggregate form in analysis tools such as Google Analytics. The cookies used are both permanent and temporary cookies (session cookies). The permanent cookies are stored on your computer or mobile device for no longer than 24 months.

CUSTOMER SERVICE

We are here to help. If you have questions, complaints or any concern regarding your online purchase or the website you can email us or write to us.

Postal address for letters:

Irena Chmura Jewellery

6 Fountain House, 159 Willesden Lane

NW6 7YA London

email us: info@irenachmurajewellery.com

We recommend that you download our Terms and Conditions to keep a copy for your reference.