

# Terms and Conditions

**Enquiries:** Email Sophie Butler: [sophie@stockholmrosedesigns.com](mailto:sophie@stockholmrosedesigns.com)

**Minimum orders:** Stockholm Rose Designs minimum first order is 2300kr + VAT if applicable (approx. £195/\$250/€240). The reorder minimum is 1300kr + VAT if applicable (approx. £110/\$145/€125).

**Shipping:** Free shipping with each order over 3000kr (£255/\$330/€285), including insurance and tracking. For orders below 3000kr, shipping is determined by weight and level of insurance required. Shipping will be added to the pro-forma after your order is received.

**Boxes:** Each order comes with a supply of luxury branded boxes should you wish to have them. The boxes are made with recycled paper with a printed silver foil logo. Each box comes with a polishing cloth.

**Payment:** CBS terms (credit before shipment) order balance is due upon invoice received. Credit cards, PayPal and bank transfers must be deposited and cleared prior to shipment. A pro-forma will be sent to you by email. Production begins upon buyer's payment of invoice and agreement to terms.

**Returns:** Any problems must be reported by email within 14 days of delivery. Please do not return goods before contacting Stockholm Rose Designs.

**Lead Times:** Orders are scheduled to be completed within 20 business days. You will always be informed about our current lead times when placing an order. International delivery time frames can be anywhere between 2-5 working days. If you require delivery by a specific date please discuss this when placing your order.

**Prices:** Prices shown on our wholesale website are exclusive of VAT. We reserve the right to alter these prices at any time unless prior invoiced. All goods come with a RRP and goods should not be priced under this amount. Stockholm Rose Designs is registered for VAT.

**Online Sales:** Stockholm Rose Designs does not allow its products to be sold at online auction sites or through markets without written permission (ie. amazon, ebay etsy).

**Handmade:** Stockholm Rose Designs jewellery is made entirely by hand. There will be slight differences in each piece due to this, (which is the beauty of handmade) the buyer accepts this when the order is placed. It will not be a considered fault and therefore no credit will be issued.

**Privacy Policy:** Any personal information that you provide to us including your name, address, telephone number and email address will be treated confidentially and will not be released, sold or rented to any entities or individuals outside of Stockholm Rose Designs. We do however reserve the right to list your store's contact details in listed stockists on our website or to provide these details to a potential customer upon request. We do not collect or record any credit card details you may provide when purchasing products from Stockholm Rose Designs. Your credit card details are securely passed to and processed by our Payment Processor or your own bank, depending on your payment method. If you have any concerns or enquiries regarding the privacy of your data please email Sophie at [sophie@stockholmrosedesigns.com](mailto:sophie@stockholmrosedesigns.com)