



THOMAS WILLIAM
JEWELLERY

ABOUT US AND OUR CONDITIONS OF BUSINESS

Thomas William Jewellery Ltd is an independent business with no affiliation to any other organisation. As such we aim to offer competitive pricing with an unbeatable level of service and commitment. We guarantee our work against any manufacturing faults for a period of 12 months from the date of invoice, subject to any conditions that may be applied. We make every effort to ensure that our products are fit for purpose and of the highest quality, however in the unlikely event of any dissatisfaction, please do not hesitate to make us aware of this and we will make every endeavour to resolve your issue. If the item has, or appears to have, been damaged or otherwise affected by other than normal use, we reserve the right to refuse any replacement or repair. Where the item has been specifically designed to your specification, we regret that a refund will not be possible save for the salvage value of any of the components.

RETAIL RETURNS

We offer a full money back guarantee or credit note on our non-bespoke or non-special order jewellery if returned within 30 days of purchase as shown on your receipt. The jewellery must be unworn, with all original packaging and certificates if supplied and all elements must be undamaged, unaltered and with proof of purchase. It may be necessary for us to inspect pieces on return before confirming a refund is due. This may take several working days, and we reserve the right to charge a fee should any the fair returns requirements not be met. Your statutory rights are not affected. This return policy excludes sale items, bespoke items and special orders which may not be exchanged or refunded, statutory rights excepted. We advise you to consider insuring your purchase against loss or accidental damage.

DESIGN

We offer a personalised design service to create your perfect piece of jewellery, with access to 3D CAD drawings, wax modelling and silver trial pieces to ensure that you have the greatest opportunity to ensure that you are confirming an order for exactly what you want. Once a design is accepted in principle, and any of the above requested, there will be a minimum £100 charge to cover the costs of providing them, **It is important to recognise that the Intellectual Property rights remain with Thomas William Jewellery subject to the Intellectual Property Act 2014.** In the event that you want to make a design change following receipt of any of the above, a further charge would be made if you want further examples.

CONFIRMATION OF ORDER

Once you are satisfied with your design and estimate, a 50% deposit is required to confirm the order. In the event that the material costs are an unusually large proportion of the estimate, then the material costs would be the deposit required. This will be advised at the time of confirming the order. In the event that you decide to cancel your order, this must be notified to, and acknowledgement received from, Thomas William Jewellery Ltd within 48 hours of placing the order. After this time, deposits are not refundable. Payment of the balance is required on delivery. This may be made by BACS payment, Debit or Credit Card or cash if you prefer, or any combination thereof. All prices quoted include VAT at the prevailing rate. Please be aware that our estimate is subject to fluctuations in material costs where applicable, and your invoice may vary - any deviation will be notified prior to purchasing any materials to ensure that you are satisfied with any price change.

LEAD TIMES

Typically repairs will take 2-3 weeks, and manufacturing 6-8 weeks. It may be possible to improve on these times, but a rush charge may be added if additional costs are incurred in doing so. However, the lead-time will be that prevailing at the time of order.

INSURANCE

Where Thomas William Jewellery Ltd is carrying out repairs, refurbishment or modifications to your jewellery, or has items on-site as part of the manufacturing process, we have in place specialist Insurance cover with T. H. March Ltd., a specialist insurer to the jewellery industry. Your items are securely stored whilst on our premises, and in the unlikely event of loss, T. H. March will deal with your claim.

PAYMENT

Payment of the balance of the invoice is required on delivery by the above methods. Trade accounts may enjoy payment terms as agreed, and these must be observed. In the event that any work requires specific items to be sourced a deposit may be required to cover these costs.

STOCK LEFT WITH US

Any items left with us for whatever reason, and any completed orders must be collected and fully paid within 3 months of cancellation, completion and/or the invoice being issued. In the event that items are left beyond that time we will contact you and remind you of the situation. If the items have still not been collected within a further 3 months of the relevant time, they will be recycled to cover our costs incurred irrespective of the value of the items.

ETHICAL POLICY

Thomas William Jewellery Ltd sources diamonds with the utmost regard to ethical considerations. We use legitimate, highly regarded suppliers who act in compliance with United Nations resolutions to prevent the trade in "conflict" diamonds.

DATA PROTECTION

Thomas William Jewellery will never share your contact details with any other party except with your written consent, and this will only be done if absolutely necessary. We will only contact you for reasons directly connected with work you have placed with us unless you have specifically consented to receive information about our activities.