

TERMS AND CONDITIONS

Thank you for choosing to work with me and my brand, Rebekah Ann Jewellery. Below are a copy of the terms and conditions also provided with your original quote.

1. Agreement and Payments:

- Requesting an invoice following a quote signifies the first agreement to proceed with Rebekah Ann Jewellery.
- Payments for commissions, made-to-order, bespoke, remodels, and services outlined in this document are invoiced via email from Quickbooks.com and are due via bank transfer or PayPal upon prior request.
- A minimum deposit of 50% (or 60% for some jobs) is required before work can commence.
- Invoice deposit payments are due within **24-32 hours** of your invoice being requested. Failure to pay the deposit within one week will result in the cancellation of the invoice, requiring a new quote to be provided and is subject to an administrative (fee if applicable)
- The remaining balance is due **upon completion**, not upon collection unless collection is within 2 business days of being notified of completion.
- Balance funds need to be clear before items can be shipped or collected.
- Please notify us via email once payment is made.

2. Payment Confirmation and Balance:

- Upon clearance of deposit funds, a receipt of payment will be emailed.
- Full payment receipt will be provided upon receipt of the balance payment. Please keep a photo of your jewellery and a photo of you wearing your jewellery (clearly showing your face) for insurance records.
- In-person card payments are accepted using iZettle.

3. Delivery Timeline and Deposit:

- Normal delivery for commissions, remodels, and bespoke work is 4-6 weeks or 5-8 weeks (depending on the job type) from the date of **cleared deposit payment**, not the invoice creation date.
- A minimum deposit of 50% (or 60% for some jobs) is required before work can commence, with the remaining balance due **upon completion**. Please notify us via email once the deposit payment is made.
- The payment date on the invoice is the estimated completion date and therefore the estimated balance payment date.

4. Refunds and Modifications:

- All commissions, bespoke, remodels, or work outlined in this document are non-refundable.
- All deposits for commissions, bespoke, remodels, or work outlined in this document are non-refundable or exchangeable.
- Once materials have been ordered, the order cannot be cancelled.
- We strive for your utmost satisfaction. In the rare event that adjustments are needed outside of the original design, any additional costs for materials and/or labor will be discussed and outlined in full.

5. Quality Assurance and Warranty:

- I stand behind the quality of my craftsmanship. Each piece is meticulously crafted with attention to detail and undergoes thorough quality checks before delivery. Additionally, I offer a warranty period to address any manufacturing defects, ensuring your satisfaction with the final product. This does not cover damage caused by mis-use, mis-wear or wear and tear. Care instructions are provided with all jewellery.
- In the unlikely event there is an issue with your jewellery, please reach out as soon as you notice it so that it can be addressed.
- Any work carried out by another jeweller within the warranty including resizing, and other adjustments may render this warranty void.

6. Insurance and Liability:

- While every effort is made to ensure the safety and security of your jewellery during production and delivery, we recommend obtaining appropriate insurance coverage for valuable items. Rebekah Ann Jewellery cannot be held liable for any loss or damage beyond our control once the item has been delivered or collected. Check with your insurance company to ensure your jewellery is covered. There are specialist jewellers insurances available..

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7. Dispute Resolution:

- In the unlikely event of a dispute or disagreement, we encourage open dialogue and seek an amicable resolution through mediation or arbitration. My goal is to address any concerns promptly and fairly to maintain my valued relationship with you.

8. Privacy and Data Protection:

- We respect your privacy and handle your personal information with the utmost confidentiality and security. Any data collected during the commission process is used solely for the purpose of fulfilling your order and will not be shared with third parties without your consent.

9. Feedback and Testimonials:

- Your feedback is invaluable to us and helps us improve our services. We welcome your honest feedback and may request permission to feature your testimonial or photos of the completed piece on our website or social media channels to inspire others.

10. Customisation and Variations:

- As each piece is handcrafted and unique, slight variations in appearance may occur, adding to its charm and individuality. We embrace the beauty of imperfection and strive to deliver a one-of-a-kind piece that resonates with your personal style.

11. Care Instructions:

- To preserve the beauty and longevity of your jewellery, we recommend following our care instructions provided upon completion. Proper care and maintenance will ensure your piece retains its luster and brilliance for years to come.

For my full terms and conditions please head to <https://www.rebekahannjewellery.co.uk/terms-conditions>

Your satisfaction is paramount to me, and i'm committed to crafting pieces that resonate with you on a profound level. Should you have any questions or require further clarification, please don't hesitate to reach out.

