

FULL TERMS AND CONDITIONS

Vicki Cockcroft Jewellery

01691 860671

07989 718164

sales@vicki-cockcroft-jewellery.co.uk

Terms & Conditions of sales from www.vicki-cockcroft-jewellery.co.uk (page 1 of 3)

1. In these conditions “I”, “me” and “my” refer to Vicki Cockcroft Jewellery. You can contact me by email at sales@vicki-cockcroft-jewellery.co.uk or by telephone on the above numbers. Please use the email address for any written complaints. “You” and “your” refer to the customer who places an order with me.
2. I reserve the right not to accept any order. Once your order is accepted by me, a contract will come into force, on the terms and conditions set out here.
3. I will try to deliver your goods as soon as practicable. You should tell me as soon as possible if you do not receive your goods within two weeks of placing your order or within one week of any estimated delivery date that I give you. Please note that any dates quoted by me for delivery are estimates only. If I am unable to deliver your goods within 30 days of your order, you may cancel your order and get a full refund for those goods.
4. When you receive the goods, you should check them as soon as possible, and let me know within 14 working days of receipt if there are any problems. If possible, please retain all packaging until you are satisfied with the goods. You will be responsible for any loss or damage to the goods which occurs after they have been delivered to you.
5. I will require payment of the price for the goods in full before I dispatch them.
6. All prices are in Pounds Sterling and include shipping to the United Kingdom ONLY . Orders up to £41 will be dispatched by first class small packet post and orders above £41 will be dispatched first class next day delivery. All orders will be insured. I am unable to export goods. Payment will be via the Paypal secure processor. Postage will be First Class delivery.
7. Every effort is made to ensure that my prices and descriptions are accurate. If an error is found I will inform you as soon as possible and offer you the option of cancelling your order or reconfirming your order with the revised price or product.
8. The information and advice contained in my sales documentation is for general guidance purposes only.

9. You can cancel your order for any reason and get a full refund at any time before I dispatch the goods, or up to the end of 14 working days after the day you receive the goods. A working day is any day other than weekends and public holidays. To cancel your order you should email or telephone me within that time to the email address or phone numbers in clause 1 of these conditions.

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If you have already received the goods:

a) you can only exercise this right to cancel your order if the goods are still in a re-saleable condition and you have retained the packaging;

b) you must return the goods to me at your own cost, by arrangement (unless I am at fault, in which case I will refund postage);

c) you must take care to ensure the goods are not damaged in the meantime; and

d) if you do not return the goods as required, I may charge you the costs of recovering them myself.

10. I will not be liable for any delay in delivering the goods which is due to events or circumstances beyond my reasonable control or for any business losses.

11. Nothing in these conditions will limit my liability in cases of fraudulent misrepresentation, negligence causing personal injury or death or defective products causing personal injury, death or damage to non-business property.

12. If I fail to enforce any of these conditions, that does not mean that I have waived any of my rights and I retain the right to enforce any of these conditions at any time.

13. Nothing in these conditions affect your statutory rights as a consumer. You may obtain information about your statutory rights from your local Trading Standards Department or Citizens Advice Bureau.

14. English law shall apply to these conditions.

Data Protection Act

The information that you provide to me will only be used for security checks and for sending your goods.