

I am happy to refund or exchange unsuitable items within 30 days*—subject to our exclusions below—provided goods are returned in a saleable condition, in their original presentation packaging, and with a valid receipt.

* Goods purchased online or at an event from 31 October to 24 December can be refunded or exchanged until 31 January in the following year.

- Earrings are non-refundable, but can be exchanged, or a credit note provided, to the value of the original purchase. Earrings must be unworn.
- Goods presented with a gift receipt can be exchanged, or a Gift Card provided, to the value of the original purchase.
- Bespoke or customised jewellery ('specials'), engraved jewellery, and sales goods are all non-refundable and non-exchangeable.
- Gift cards are non-refundable.

Your statutory rights are not affected.

How to return your jewellery & giftware

Exchanges and refunds can be processed by returning the goods to me at my Glasgow workshop. **Please include a brief cover letter with your full contact details.**

Please pack your items with care and send them by Royal Mail Special Delivery, or an equivalent trackable postal service that provides adequate insurance to cover the value of the goods. I cannot be held responsible for any returned items that are lost or damaged in transit.

Return address

Jacqueline Brewer Jewellery
Unit 30
6 Harmony Row
Govan Workspace Ltd
Glasgow
G51 3BA
UNITED KINGDOM

Please note that exchanges may take 3-4 weeks to process, depending on the amount of work involved, or the particular metal(s) or gemstones that were used in your chosen jewellery.

Returning jewellery & giftware from outside the UK

If returning items from outside of the United Kingdom, please clearly write '**BRITISH GOODS RETURN**' on your customs declaration. If it is not clear that your purchase is a returned sale, and we incur customs charges as a result, we will pass these on to you. Please also write the item description as '**Fashion Accessory**' to avoid raising awareness of the valuable contents enclosed.

Please ensure you include a brief covering letter with your return that includes your full contact details.

If you need any help before returning your order to us, please email.

Faulty or incorrect jewellery & giftware

We hope your new Jacqueline Brewer jewellery and giftware reaches you as ordered and in perfect condition. In the unlikely event an item is damaged in transit, is faulty, or is different to what you ordered, please contact us **within 30 days** so we can advise you what to do. In the case of damage during delivery, please keep hold of the original packaging as we may ask you to return this to us along with the goods.

Before returning your items to us, please email us at; made@jacquelinebrewerjewellery.com with the following:

- Your order number.
- A photograph of the damaged, faulty or incorrect items.
- A photograph of the damaged packaging, if applicable.

On receiving the parcel we will carefully examine the returned goods. If these are damaged or faulty, or an incorrect item has been supplied, we will replace the item or refund the cost (including postage) provided you have contacted us **within 30 days**.

Please note, for hygiene reasons we can only exchange earrings that have **not been worn**. This is at the discretion of management.

Bespoke & personalised jewellery

We are unable to offer exchanges or refunds on bespoke jewellery, or jewellery that has been personalised. This includes jewellery that has been engraved, incorporates a special gemstone, has been enamelled in a unique colour, is an unusual size, or has been specially commissioned. This does not affect your statutory rights.

Jewellery altered after purchase

I do not accept returns of any jewellery that has been altered in any way after the date of purchase, unless this has been done by Jacqueline Brewer Jewellery. I do not accept responsibility for damage or injury caused by our jewellery if it has been worn incorrectly or altered in any way after the date of purchase. I recommend that any alterations to your Jacqueline Brewer jewellery is done by me in my workshop, if possible.

Your right to cancel your order

Since all online orders are made specially for you, please get in touch as soon as possible if you decide to cancel your order. Please quote your order number