

Terms and Conditions

Orders

Jacqueline's jewellery is handmade to order.

Any items in stock will be dispatched as per delivery information.

Rings and larger statement pieces will be dispatched within 1-4 weeks.

See product descriptions for further information on specific pieces.

Payment Terms

All jewellery remains property of Jacqueline Brewer until paid for in full.

Card payments are processed securely through Wix.

Card information is not stored.

Prices

Due to frequent fluctuations in the market price for gold, prices are subject to change at short notice.

A surcharge may be required when ordering large ring sizes (size R and above) to accommodate the cost of the additional metal required

Cancellation

Jacqueline's jewellery is handmade to order. Should you require to cancel an order please notify Jacqueline via email within 24 hours of the order being placed.

Extra Delivery Information

If you would like to use a different courier service for delivery to ensure faster delivery please get in touch prior to ordering so I can provide a quote. This will be charged at cost price, with prices usually starting around £25.

Returns and Exchanges

If you are unhappy with your purchase please contact Jacqueline via email within 30 days of receiving your jewellery to arrange a refund or exchange, providing it is returned in its original condition.

Bespoke orders and personalised items cannot be refunded.

If returning items, please use a tracked delivery service and obtain a proof of postage from the post office. Return postage costs are the responsibility of the customer.

Jacqueline Brewer cannot accept responsibility for any parcels damaged or lost in transit.

Bespoke Orders

Bespoke orders require at least a 50% deposit before work is started.
The balance must be paid in full before the item can be shipped.

Sizing

When ordering online, it is the customer's responsibility to provide the correct ring size.
If you are unsure about a ring size, please contact Jacqueline for assistance.
Alternatively, you can usually have your ring size measured at a local jeweller.
Any resizing will incur a charge per ring.

Engraving

If you wish to have your jewellery engraved, Jacqueline can provide this service starting on a case by case basis, however this can vary dependent on size and number of characters on the size if the piece.
Engraved items cannot be returned or exchanged.
Please allow an additional 2-3 weeks for engraved items.

Repairs

Repairs will be judged on a case by case basis.

One of a Kind

Due to the nature of Jacqueline's making process, there will be slight variations in each piece.

Precious Metals

Jacqueline's jewellery is hallmarked at either Edinburgh Assay Office, in accordance with UK hallmarking laws.

Where possible, all pieces are made using 100% recycled silver and gold.

Privacy

Jacqueline Brewer is committed to protecting the personal information of customers and website visitors.

Customer details will only be used to send or respond to emails, post orders, and if opted for, to send a newsletter or event invites.

Customer information will not be shared with any third party.

Contact

made@jacquelinebrewerjewellery.com

unit 30,

Govan Workspaces

6 Harmony Row

Glasgow

G51 3BA