

TERMS & CONDITIONS

All copyright for artworks and jewellery is retained by the artist, Annabel Eley.

Every care has been taken to show and describe the work as accurately as possible with regard to size and colour. The image you see online may show a difference due to slight variation between browsers, devices and screen settings. Any variation between the image represented and the actual piece is not deemed a fault, and slight inconsistencies will not be a valid reason for return.

PAYMENT

I am not currently registered to charge VAT therefore all prices shown are as payable in British Pounds Sterling. To help ensure that your shopping experience is secure and easy, I offer payment through PayPal, debit or credit card.

Confirmation of Order

When you place an order, I will send you a confirmation email with an estimated despatch date for when your jewellery will be posted to you as per below.

DELIVERY

Delivery time varies depending on payment clearance and item availability. I endeavour to deliver within 2-7 working days within the UK and 7-14 days for other countries. Please contact me directly if you require urgent delivery. If the item, is not in stock, or you require a bespoke item, then delivery times will vary but can be discussed accordingly.

UK delivery

Jewellery orders will be dispatched using Royal Mail's Special Delivery Next Day Service which is fully insured, the charge for this is £10. Parcels will require a signature on delivery so please state a delivery address where someone will be present to receive it. In the event that nobody is available to receive the delivery, then a card will be left providing the option to either arrange a new delivery time or collection from your local Post Office depot. I will provide a tracking number via email when your order has been dispatched to enable you to track your order.

Paintings will be packed and shipped within 5 working days, and are sent by Royal Mail Parcel Force, or courier depending on size and weight. Most UK deliveries arrive within 2 working days from time of shipping, please allow 7 working days in total. Should you need delivery by a specific date, please contact me to check whether it can reach you in time, there may be an extra charge for express deliveries. Large paintings require bespoke packing and shipping, please contact me so we can discuss the options. If you would like to collect in person, my studio is in the Huntingdon area, please enter code COLLECT at the checkout and this will remove any shipping costs, once you have placed your order I will email you and we can work out a time to meet.

International delivery

Please contact me for more information on prices and timings. If there is no delivery charge shown, or your location doesn't appear at checkout, please contact me with your details, and the piece you would like, and I will give you shipping options/costs. Please note the total order price advertised on the website does not include customs charges/import taxes payable in the destination country, any customs charges are the sole responsibility of the customer. I will provide a tracking number via email when your order has been dispatched to enable you to track your order.

HOW YOUR ORDER WILL ARRIVE

All orders will be dispatched in an unbranded external envelope. Jewellery is packaged in a branded Annabel Eley jewellery box. If the order is a gift please let me know and I can send the receipt separately to your specified address and, if required, also include a personal message with the jewellery.

RETURNS

Jewellery

I hope that you will be delighted with your piece of Annabel Eley jewellery. If for some reason you wish to return an item, please notify me by email at ae@annabeleley.co.uk as soon as possible, and within 7 days. A refund will be offered if the item is returned within 14 days of your receipt of order. The item must be carefully repacked in its original packaging and be in an unworn and saleable condition.

Once I have received your item, and providing it meets the terms above, I will refund your PayPal account less any shipping, Paypal, card cost incurred.

Please note that bespoke items cannot be returned.

Paintings

I want you to be fully happy with your new artwork, so I offer a Buy-Back agreement. If an original painting is not as you expect, you have 14 days to contact me by email and request a refund. Once a return has been agreed, you are responsible for packing and arranging return delivery using the same service by which it was sent to you. Once the piece has been safely returned I will refund your payment within 14 days.

I am unable to offer a refund or return on any paintings sent outside the UK.

RETURN OF FAULTY GOODS

Jewellery items will only be replaced or credited if there is a manufacturing fault, or if that damage has occurred prior to delivery. Should this happen please notify me by email as soon as possible. Items delivered faulty must be returned within 14 days.

If there is a subsequent manufacturing fault within a period of 12 months after delivery, please notify me by email. Any item displaying damage deemed to be a result of wear and tear will not be accepted as faulty. Where possible items will be repaired on request but there will be a charge for this service.

For the UK, all returns must be sent through Royal Mail Special Delivery and please note that I will not accept liability for returned goods if returned via other postal/delivery services.

All paintings are carefully packed and wrapped. If you receive a work that has been damaged in transit, please contact me within 7 days with a photograph.

