

RETURNS

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.

RETURN OF FAULTY GOODS

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.