

# One of a Kind

*Handmade Bespoke Jewellery*

## Order Form

Date: \_\_\_\_\_

Name

Address

Postcode

Tel No

Delivery Address If Different:

Name

Address

Postcode

item	Code	Description	Price
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

Add £2.50 P&P per Item

**Total**

Please add £2.50 post & packaging for each item ordered

All pieces supplied in a presentation box

Please make cheques payable to Suzanne Tucker

Thank you for your business.

Please post your completed form to the address below;

One of a Kind, 22 Mallow Gardens, Thatcham, Berkshire, RG18 4ES.

Telephone: 07766 444909 Email: [suzannetucker@oneofakindjewellery.co.uk](mailto:suzannetucker@oneofakindjewellery.co.uk)

[www.oneofakindjewellery.co.uk](http://www.oneofakindjewellery.co.uk)

## **Terms & Conditions of Order**

Orders for products supplied from One of a Kind Jewellery are subject to our terms and conditions of order. If you do not wish to be bound by these terms and conditions please do not place an order with us.

### **Confidentiality**

We assure you of our discretion and respect your privacy. Your personal details are never used without your consent. At any time you can contact us and ask for personal details to be amended and any communication from us to cease.

### **Prices**

Prices are shown on the website and are subject to change without notice

### **Product Availability**

The nature of the product means that each piece of jewellery created is "one of a kind" and therefore very difficult to re-produce. So if a piece is sold we can attempt to recreate a replica but cannot guarantee an exact copy.

### **Delivery**

Delivery will be by post unless otherwise specified by the customer. Postage & Packing prices are in addition to the cost of the piece shown, please add this price at the bottom of the order form.

Time is not of the essence for orders placed, unless specifically stated by the customer on the order form. Please allow 14 days for delivery, although in most instances products will be delivered far more quickly than that.

### **Packing**

All goods are dispatched in relevant sized presentation boxes.

### **Cancellation & Returns**

We want you to be very pleased with your purchase. If you are unhappy in any way you should let us know. Because of the nature of our products we need to be careful with our returns policy.

### **Notice of Cancellation**

You have the right to cancel this contract to purchase the goods you have ordered. This right can be exercised by sending a written note of cancellation to us at One of a Kind Jewellery, 22 Mallow Gardens, Thatcham, Berks, RG18 4ES, within the period of 14 days following the making of this contract.

If you cancel this contract any sum paid by you or on your behalf shall be repayable to you. If you have received goods under this contract you must return these goods to us and must take reasonable care of them. The goods must be returned in 'as new' condition, unworn, unused and in re-saleable condition.

### **Products damaged on arrival**

We will immediately replace or repair any damaged or defective product provided that we are notified in writing within 5 days of your receipt of the goods. If we cannot replace the defective item we will offer an alternative or refund you in full. We will also refund your postage cost in returning the product to us.

### **Quality guarantee**

We guarantee the quality of every item we sell and will replace or repair any defective item which is returned within three months of delivery. Fair wear and tear accepted.

### **Goods excluded from the cancellation and refund guarantee**

Unless the product is damaged or defective, the following items are excluded from return. For reasons of hygiene, we are unable to accept items any pierced earrings.

### **Returns procedure**

Please contact us at One of a Kind Jewellery, 22 Mallow Gardens, Thatcham, Berks, RG18 4ES in respect of any returns