



1. CONTACT DETAILS

NorthStone Wire Art & Gemstone Jewellery
info@northstonejewellery.co.uk

2. DESPATCH

We aim to post goods within 72 hours of payment, normally by Royal Mail

3. CANCELLATIONS

With the exception of bespoke and custom orders, if you wish to cancel your order, you may do so at any time up to 30 days after receipt of the goods. Please let us know by email to info@northstonejewellery.co.uk

4. RETURNS

Goods must be returned within 30 days from cancellation in their original condition for a refund, obtaining proof of posting. Please note it is not our policy to refund the postage of returned goods unless they are incorrect or faulty.

5. REFUNDS

Subject to receipt of the returned goods or proof of postage from the Post Office, a refund will be made within 14 days. A deduction may be made if the goods are not in their original condition or packaging.

These terms may be downloaded as a PDF from this link.