

Terms and Conditions – And Me UK Ltd

Contract of Sale

And Me UK advertises all products in good faith and endeavour to maintain adequate stock levels at all times. Should the item you have ordered be out of stock you will be contacted with an estimated delivery date. If you are not 100% happy with that date you have the option to cancel your order.

We do have some bespoke made pieces and they carry separate lead times for delivery to maintain the exclusivity of the range.

We do on occasion have to discontinue lines in order to move forward and therefore there are times when there are breakdowns in supply lines. On the rare occasion that this should happen, we will rectify any problems by either placing a special order to suppliers or by refund, whichever is preferable to you the customer.

Quality

And Me jewellery and accessories are selected with care and attention to brand distinction, quality and detail. Our selected jewellery brands are hand made to the highest quality standards of workmanship, with all guarantees honoured. We will always endeavour to resolve any queries or problems that our customers may encounter. Complete customer satisfaction is of paramount importance to us.

Pricing

And Me UK Ltd sells all products at a fair price and reserves the right to change, without notice, any pricing in the case of error or in the case of manufacturer price increases.

Delivery and Postage Costs

UK Recorded Delivery - £4.00

EU countries - £6.00

Non EU countries and worldwide - £10.00

And Me sells high-end jewellery sourced from designers across the globe. If you don't like your jewellery once you receive it, you may return your item and we will refund your purchase (See our Returns Policy).

Shopping at And Me is easy – place your order online or over the telephone and your jewellery will arrive by recorded delivery the next day after despatch (Monday to Saturday) within the UK. Overseas deliveries arrive within 1-3 working days of despatch in Europe and the US, or within 1-7 working days for the rest of the world.

Alternatively, you are welcome to arrange an appointment to come into our showroom to view or pick up your jewellery.

Delivery to addresses within the UK costs £4.00 and orders received and cleared will be delivered by Royal Mail Recorded Delivery service the next working day after despatch. We endeavour to dispatch all orders within 1-2 working days subject to product availability and clearance of payment.

All orders come packed in beautiful And Me gift boxes or pouches or the appropriate designer gift packaging . A special gift wrapping service is also available. You may select this option when paying for your order at checkout. Please note that you can also have the gift delivered to the recipient by choosing to provide an alternative delivery address. If the name provided with the delivery address is different from that of the billing address, the invoice will be forwarded to the billing address.

All orders will be paid for in Pound Sterling but you are able to see the Euro and Dollar currency conversion by clicking on the relevant flag on the top bar of the site.

Our customer service team is available to deal with any queries or orders by phone or email. Please call us on 01422 832929. Customer service is available Monday to Friday 9am to 4pm. You may also contact us by email info@andmeuk.com.

We carry most items in stock; however, occasionally there may be items on re-order or which need to be specially ordered for you. We will make every effort to expedite your special order and to be realistic in our estimated delivery time. Please have patience, as your special order is being made especially for you and can generally take from two to eight weeks. We will communicate exact times to you by email or phone before you place your order. Naturally, special orders are final sales.

For purchases over £375.00, delivery within the UK is free of charge. Parcels will need to be signed for in person so please state delivery address as an address where you will be present at the time of delivery (home or work). In the event that no-one is available to receive a Special Delivery item a card will be left providing you with the option to have the item delivered at a later date or to collect your parcel from your local collection depot.

Parcels will need to be signed for in person so please ensure the delivery address is an address where you will be at (home or work). If you are not present when your parcel is delivered, the courier company will leave a calling card and you will be able to reschedule your delivery for a more convenient time.

Please also note that any duty and taxes incurred in the country of destination are the responsibility of the customer.

The transaction is taken in pounds sterling but you are able to view the price in dollars or euros by clicking on the small flags on the top bar of the site.

Returns

If you are not completely happy with your order, for whatever reason, you may return it within 7 days of receipt for a refund or exchange, less deductions for postage and packaging. All goods must be in their ORIGINAL CONDITION complete with ALL

tags and ALL packaging (this includes faulty items). Items should also be packaged suitably for return. Items that are returned damaged (including squashed and bent due to poor packaging) will not be refunded. Unfortunately we are unable to accept returns on jewellery piercings due to relevant health and hygiene regulations.

All items dispatched from And Me UK Ltd are inspected before despatch. **We will not refund items that have been tampered with, had the tags removed or have been used (including cigarette smoke damage).**

Please contact us if you are returning your order, by telephone on 01422 832929 or by e-mail at sales@andmeuk.com

We require all items below £50 to be returned to us via recorded delivery and all items above £50 to be sent by special delivery. We do not take any responsibility for items that are not delivered and request that you contact Royal Mail directly to resolve.

Items from And Me UK Ltd that are lost in transit will be investigated and claimed for by And Me UK Ltd who will then settle once loss is not in doubt.

All returns should be sent to the address below, including a note of the order number, name and reason for return.

And Me UK Ltd
Returns
1st Floor, No 4 Warehouse
Canal Basin,
Sowerby Bridge
West Yorkshire
HX6 2AG

Refunds

Refunds will be processed within 30 days of receipt of returns. In keeping with our fraud prevention measures, refunds will only be issued in the same form as payments, hence we will only refund to the same credit/debit card used to make the purchase and will only issue cheques when payment has been made via this method.

Payments

All orders that request payment by cheque will be held until the cheque is fully cleared.

Delivery

And Me UK Ltd delivery to an address other than the billing address of the cardholder is at our discretion; normally delivery is only made to the billing address of the card that was used to pay for the item. If you have made payment by bank

transfer, cheque or postal order we can deliver to your specified address. Please email us for more details.

Processing Your Orders and Payment

All orders placed through our website are subject to our acceptance of the order; further security checks may be required to prevent Credit Card Fraud.

Whilst every effort is made to keep our website up-to-date and error free, mistakes can happen. If we discover that an error has occurred after you have submitted your order to us, we will contact you prior to accepting the order to inform you, at which time you have the choice to cancel or confirm that you would like to proceed.

We always make every effort to ensure our customers are satisfied, however our decision is final.

Your statutory rights are not affected by these terms and conditions.

Privacy Policy

And Me UK Ltd recognises that customers value their privacy and we therefore take our responsibility to protect it very seriously. We confirm that the personal information requested from you either for the purpose of processing your order or for the return of information to you via e-mail is never provided to third parties. And Me UK Ltd operates within the guidelines set out by the UK Data Protection Law. If you have any questions, please contact us on 01422 832929 or by email at sales@andmeuk.com

Integrity

And Me UK Ltd is proud to offer an exceptional standard of honesty, integrity and care to all our customers.