

# Boo's Jewellery

Mrs Julia Hurst, jewellery designer, trading as Boo's Jewellery  
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I prefer to only take calls on weekdays between 10:00am and 3:00pm UK time. Alternatively, if you're in the UK, you can e-mail me your contact details with a time that is convenient to talk to you and I'll be happy to call you. At any times that I can't take calls, please leave a message and I will call you back. Please note that this tel.no. changed on 17/7/2014.

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This document contains all of the information contained on the **Contact**, **How to Order** and **Terms and Conditions** pages at [www.boo-jewellery.co.uk](http://www.boo-jewellery.co.uk) (also mirrored on [www.boo-creations.co.uk](http://www.boo-creations.co.uk)) in a format to allow you to save or print a copy for your records. It is recommended that you retain a copy at the time of placing your order as they are subject to change at any time. The current version and date is recorded at the end.

## **How to Order:**

### **Prices and postal rates:**

Presentation wrapping is included in the displayed prices. All of the prices shown are the total that you pay, for delivery within the UK and includes gift wrapping, postal container and first class postage. Please see below for posting overseas.

Prices remain constant, despite postal rate increases. Once priced, a piece remains at that price until sold, but if it's re-made, the price will be adjusted to reflect prevailing costs at the time it is made - so there are occasional jumps in price on individual items as stock is replenished.

### **Special Delivery postal upgrade:**

First class postage (and gift wrap and packaging) is already included in the displayed prices. In the shopping basket and checkout process, there is the option to choose 'Special Delivery' - a postal service upgrade at an additional fee of £5.50. Please always check with me before selecting this option as it is not always possible to post items out in the timescale you may hope for. Special Delivery items also require a signature on delivery and will not be left without one if you are out at work.

As we don't have a local post office, my orders always leave to be posted first thing in a morning, often the day following the order being placed. I am therefore unlikely to be able to post an item, by Special Delivery, the same day that it is ordered. Please contact me by one of the methods on the Contact page to discuss options before placing your order, if you require it in a timely manner.

I will always endeavour to get items to you by your required date, but Special Delivery postage may not always be the fastest or best option. If you pay for the Special Delivery service and I am unable to facilitate this, I always refund this fee in full.

### **Dispatch times:**

Orders for in-stock items will usually be posted out within 2-3 days of the order being placed and full payment made. This timescale allows me time to polish and gift wrap the item for you and to check back with you if there are any queries about the order. Dispatch will be a little longer if the item needs alteration and certainly longer if it is to be made to order. You will however be kept fully informed on the progress of your order. For example, if you were to order an in-stock item during the middle of a weekday, it is likely that it will be posted the following morning, or if you were to order late on a Friday evening, it is likely to be posted on Monday or Tuesday.

Because I do everything myself, I work to a routine that will allow me to both deal with orders efficiently, but also allow me sufficient time to work on re-making stock and also developing new designs. Therefore, orders placed after 6pm UK time will be treated as received the following day and weekend orders will be attended to on Mondays.

You will always be advised when the item is actually dispatched and I safely retain all documentation so that orders can be traced and monitored. The shop generates e-mails to you whenever I change the status of the order and I often add comments directly to the bottom of these messages, so please do look out for personal comments specific to your order

- I often use this opportunity to confirm that I have observed any specific requests.

If you require items as a gift for a third party and have special instructions, please leave details in the comment area of the shopping basket, or e-mail me separately with details - I'm happy to accommodate special requests where practical to do so.

**Please note:** once items have been entered into the postal system, I have no control over delivery times or how an item is handled. Please see the Royal Mail web site, for an indication of their stated intended delivery expectations for different regions. They publish 1-2 working days for the UK first class post and 3-5 working days for airmail overseas. Guaranteed services cost at least an additional £5.50 - but contact me before ordering with the item you're interested in so that I can get an accurate price for you.

### **Ordering from outside the UK:**

Items for delivery outside the UK incur an additional £3 shipping supplement to cover the higher rates of global airmail postage. I am based in - and ship from - the UK. So please remember when you view your shopping basket to select the £3 shipping method 'To all delivery addresses outside the UK', if the delivery address is outside the UK.

### **Gift wrapping and packaging:**

Presentation wrapping, similar to shown, and post and packing is included in the displayed prices. Items are sent first class post to locations in the UK and by airmail to overseas locations. If you require a different service, such as 'Special Delivery', please contact me for availability etc. BEFORE buying. It is available as a postage option during checkout, but please check on when I can actually send it before selecting this option. Some individual items of high value have Special Delivery included in the price, but this is detailed on the individual product page. A signature will be required upon delivery of these particular items.

All jewellery items are supplied wrapped in acid-free tissue, in presentation packaging (you deserve it, even if it's a gift to yourself), with a care sheet listing the materials used. Most items are now sent in hand made gift envelopes, or fabric bags and then packed securely in rigid flat postal boxes (the size used for DVDs).

I have found this to be a very secure way to protect the contents through the post, eliminating any movement of the piece in transit. The packets are also slim enough to go through most letterboxes if you're not in when the post comes and they represent a significant postage saving as they go as 'large envelopes'. I have sent my packets all over the world and everything has arrived safely.

Because my packing is thorough, I expect items to reach you in perfect condition. In the interests of preventing unnecessary wastage, some external packaging materials are re-used where possible, such as clean bubble wrap.

### **Giving the item as a gift?**

If you're buying the jewellery as a gift for someone else, please let me know in the comments box during checkout and I'll leave the wrapping un-sealed to allow you to inspect the piece and will enclose some fresh spare tissue paper for re-wrapping for giving.

If you'd like the item sending directly to the recipient with a gift card, I am happy to do this for you, but please e-mail me before ordering to ensure that I can fulfil your wishes in the timescale that you'd like.

### **7th & 8th wedding anniversary gifts:**

Copper is the traditional gift for 7th wedding anniversaries and bronze for the 8th anniversary. So if you're buying a piece for your wife to mark the occasion, please let me know in the comment box during checkout so that I can wrap it accordingly, as above.

Where the order appears to be being sent to your home address, I mark the parcel as 'Private and Confidential' and remove all logos and markings to aid in the secrecy. I really appreciate my gentlemen customers, so am happy to help you to make everything as perfect as possible for your celebrations.

### **Sizes and photographs:**

A good range of photographs of the items from different angles is provided on all product pages and pertinent sizes are included in each listing, stated in both metric and imperial units. Please note that the photographs tend to show small jewellery items larger than they are in reality, so please check the stated sizes against a ruler to ensure that the finished item will meet your needs.

If you want something a different size than stated, especially with necklace lengths, in most cases this is possible and often within the same price, so please feel free to ask. Some adjustments may necessitate an adjustment in price if more materials are used, but you would be advised of this before committing to purchase.

### **Payment via PayPal:**

After progressing through several checkout stages of the site shopping cart (the various stages allow you to add a separate delivery address or add comments, sizes etc.) your order is directed to PayPal for payment. You don't need a PayPal account to buy in this way, there is a link below the PayPal log in boxes to 'pay with a debit or credit card' or 'Check Out as a Guest' if you prefer to use a card. If you would prefer to pay by bank transfer (BACS/FPO etc.), using your on-line banking service, please contact me for my account details, I keep these in a document that I can e-mail to you.

There is no fee charged for you using the PayPal service, but please note that if your bank or credit card does not operate in Sterling, they may make a charge for the currency conversion. Using PayPal in this way offers you additional security as your card details are supplied to them, not me. I do not at any time see your bank or card details, just your name and address.

### **Why do I have to register on the site?**

It is necessary for you to register on this site to complete your transaction, the cart simply won't work unless you do. The benefit is that you can log back in and see your order history and progress of any outstanding orders and are automatically updated by e-mail as your order progresses. It also ensures that stock levels are maintained on the site, so you can't be charged for an item that I no longer have in stock, if just purchased by someone else.

If you would really prefer not to have to register to place an order, and I understand that having yet another password to remember can be tiresome, please contact me by e-mail, letting me know which items are of interest and I can send you a PayPal invoice for the amount and manage the transaction manually. Don't forget that I'll need your accurate PayPal e-mail address and full postal address in order to proceed.

Please note that the PayPal cart is in the name '**Boo's Jewellery**' and payments will appear on your bank or credit card statements, if you pay this way, to **BOOSJEWELS**.

### **Modifications, custom orders and commissions:**

I make everything myself, often to order and if you don't see exactly what you want, or would like a slight modification, please feel free to ask. I am also happy to consider custom orders based on current or sold designs.

I am very happy to make variations of my own designs already featured on the site, where possible and suitable materials are available. Such pieces can usually be made within similar price ranges as already shown on the site, with modest adjustments for differently priced materials or sizes.

But due to the considerable time it takes to work on brand new unique pieces, I am unable to undertake commissions, at the present time, for pieces that are totally different from my own published designs.

## **Terms & Conditions:**

### **General:**

I make all of the jewellery on the site personally and by hand. I don't use jigs or any tools that might qualify the items as mass produced. My main tools are my eyes, fingers and pliers. Consequently, the designs are not necessarily uniform and will vary a little from one to the next, due to the individual nature of the hand crafting processes and the natural materials used.

In some cases, the actual item shown in the photograph may have sold elsewhere (I attend craft fairs etc.) after being photographed and I may either send you another made at the same time, or one I make subsequently to fulfil your order, so some natural variation may occur. If that is the case, I'll be happy to photograph the actual item you purchase before shipping if you'd like to check that it conforms to your requirements.

Details on the web site, both designs and jewellery specification and standard site pages are subject to change without notice.

A good range of dimensions are included in each listing, stated in both metric and imperial units of measure. Please note that the photographs tend to show small jewellery items larger than they are in reality, so please check the stated sizes against a ruler to ensure that the finished item will meet your needs.

### **Customs & duty:**

International buyers are wholly responsible for any taxes or duties due on the item as it passes through customs and there may also be collection fees charged by the carrier.

So please familiarise yourself with the import thresholds applicable for goods for your region - I will always work with the customer to work out the best way to dispatch items, so please feel free to discuss options with me. Appropriate and accurately completed custom forms and invoices always accompany each overseas parcel. I will not put inaccurate information on customs forms for the purpose of evading import duties.

### **Damaged or faulty items:**

I package items with great care with appropriate materials and methods and expect them to arrive with you in perfect condition, but things can simply happen in transit beyond my control. If when an item arrives with you, you are less than delighted with its condition, please e-mail me immediately and I'll be happy to address your concerns - I want my customers to be happy. I will strive to come to an arrangement with you to resolve the situation to your satisfaction. In the case of damage that may have occurred in transit, please retain the goods and all packaging until advised that you can dispose of them, as either myself or the carrier may need to inspect them or ask to see photographic evidence of the damage.

### **Returning items that don't meet your requirements:**

I would hope that you'll be delighted with your order, but under the new Consumer Contracts Regulations you now have an increased period of 14 days after receipt of your order to inspect the items and ensure that they meet your requirements. If I receive no communication from you within 14 days of the anticipated delivery date you will be deemed to have received the items and to be fully satisfied with your order.

If you choose to return an item, you must advise me within that 14 day period that you intend to do so and then must get the item to me within 14 days. A refund will be made once I have the item back and have inspected it. When you advise me that you will be returning an item, to assist you in doing so, I will send you a link to a pdf version of a form to print out and complete to return with your item, to ensure that no errors are made during the refund process and to cancel the order. You are advised to keep a copy of your completed form.

The returned item must be in the original 'new' condition; totally unworn and preferably in the original packaging as this is designed for security in transit. Postage for returns will not be part of the refund, unless the item is damaged or faulty, in which case I will refund your return postage fee along with the full item price paid. When an item was originally purchased, if the customer also paid for a Special Delivery or other postage upgrade to ensure an enhanced delivery service, this additional fee is not refundable, just the item price, which included postage.

Within the terms of the legislation, I reserve the right to deduct money from the refund where there is evidence of wear or damage and this diminishes the value of the returned item.

Please be mindful that once items are paid for in full and delivered to you, they become your property, so legal responsibility for them during any return transit is yours and an appropriate postal method with insurance and proof of delivery is recommended for your protection. At the very least you must obtain Proof of Posting.

**Please note** that custom or bespoke items that couldn't be sold to someone else (eg. personalised or custom fitted) are excluded from these rights of return.

**Digital downloads:**

In the case of digital downloads (such as tutorials available on the site), the order can only be cancelled, within 14 days, before the download commences. Once you start to download the file, your right to cancel the order is waived. The shop software does record the time and success status of attempted downloads.

**Copyright:**

All of the jewellery and greetings card designs, site content, text and photographs are subject to copyright protection and must not be copied or used in any way whatsoever without written permission. Copyright on all items for sale and their images and descriptions is owned by Julia Hurst, trading as Boo's Jewellery and using the name Boo.

Jewellery and other items for sale on this site must not be offered for sale through third party sites without a formal contract and agreement in place.