

Terms & Conditions – Gul's Gem

By accessing and using this website, you agree to the following terms and conditions.

Products

We aim to ensure all product descriptions and images are accurate. However, slight variations in colour or appearance may occur due to photography or screen settings.

Pricing

All prices displayed on the website are in **GBP (£)** and Gul's Gem reserves the right to change prices at any time.

Orders

Once an order is placed, you will receive an order confirmation email. Gul's Gem reserves the right to cancel or refuse orders in cases such as pricing errors or suspected fraud.

Intellectual Property

All content on this website, including images, logos, designs, and text, is the property of Gul's Gem and may not be copied or used without permission.

Limitation of Liability

Gul's Gem will not be liable for any indirect or consequential loss arising from the use of this website or purchased products.

Changes to Terms

Gul's Gem reserves the right to update these terms at any time without prior notice.

Contact

For any questions regarding these terms, please contact:

Email: contact@gulsgem.co.uk

Returns Policy – Gul's Gem

At Gul's Gem, we want you to be happy with your purchase. If you are not completely satisfied, you may return your item under the conditions below.

Return Period

You may return an item within **14 days of receiving your order**.

Eligibility for Returns

To be eligible for a return:

- The item must be **unused and in its original condition**
- The item must be returned in the **original packaging**
- Proof of purchase or order confirmation must be provided

Non-Returnable Items

For hygiene and safety reasons, the following items cannot be returned unless faulty:

- Earrings
- Personalised or custom items
- Sale items

Return Process

To initiate a return, please contact us at:

Email: **gulsgem.co.uk**

Please include:

- Your order number
- The item you wish to return
- The reason for the return

Customers are responsible for **return postage costs** unless the item is faulty or incorrect.

Damaged or Incorrect Items

If you receive a damaged or incorrect item, please contact us within **48 hours of delivery** with photos so we can resolve the issue quickly.

Once we receive and inspect your return, we will notify you regarding your refund eligibility.

Refund Policy – Gul's Gem

Once your returned item has been received and inspected, we will notify you whether your refund has been approved.

Approved Refunds

If approved:

- Refunds will be issued to your **original payment method**
- Processing may take **5–10 working days** depending on your bank or payment provider

Partial Refunds

In certain situations, partial refunds may be granted:

- Items returned in a condition different from their original state
- Items returned after the 14-day return period

Late or Missing Refunds

If you have not received your refund:

1. Check your bank account again
2. Contact your credit card provider
3. Contact your bank (processing times can vary)

If you still have not received your refund, please contact us at:

contact@gulsgem.co.uk

Shipping Policy – Gul's Gem

Gul's Gem is a UK-based small business and we aim to process and ship orders as quickly as possible.

Processing Time

Orders are typically processed within **1–3 working days**.

Orders placed on weekends or holidays will be processed on the next working day.

Shipping Method

Orders are shipped using **reliable UK postal services** such as Royal Mail or other courier partners.

Delivery Time

Estimated delivery times:

- **UK Standard Delivery:** 2–5 working days
- **International Delivery:** 7–14 working days (if applicable)

Please note delivery times are estimates and may vary during busy periods.

Shipping Costs

Shipping costs are calculated at checkout based on your location and order size.

Incorrect Address

Customers are responsible for providing accurate shipping details. Gul's Gem is not responsible for delays or losses due to incorrect addresses provided at checkout.

Policies Updated 10 March 2026

If your parcel has not arrived within the estimated timeframe, please contact us so we can assist you.

Privacy Policy – Gul's Gem

Gul's Gem respects your privacy and is committed to protecting your personal data.

Information We Collect

When you make a purchase or contact us, we may collect:

- Name
- Email address
- Shipping address
- Payment information (processed securely through payment providers)

We only collect information necessary to **process your order and provide customer support**.

How We Use Your Information

Your information may be used to:

- Process and deliver orders
- Communicate regarding your purchase
- Improve our website and services

We **do not sell or share your personal information** with third parties for marketing purposes.

Payment Security

All payments are processed through secure payment providers. Gul's Gem does not store your full payment details.

Cookies

Our website may use cookies to improve browsing experience and website functionality.

Your Rights

You have the right to request access, correction, or deletion of your personal data.

For privacy enquiries contact:

contact@gulsgem.co.uk