



## Dinky Gems Delivery and Returns Policy (05/03/2024)

### Felted Creations

If I am on holiday, unfortunately I will be unable to process your order until I return but I will notify you if this is an issue. Please allow a day for packing and posting. I also reuse boxes where possible if they are in good condition and we do seem to collect Amazon boxes. This helps keep my prices down, but if you specifically want a new box leave me a comment in the order process. My email to contact is [dinkyfelts@outlook.com](mailto:dinkyfelts@outlook.com). Prices for postage are set out in my postage section. Wool is very lightweight so the price is very much dependent on the size of the make and will be priced accordingly.

### Jewellery

If I am on holiday, again unfortunately I will be unable to process your order until I return but I will notify you if this is an issue. All orders are sent via Royal Mail 48 Tracked Post and the price is included in the cost of the item. Please allow a day for us to process your order. Unfortunately, I cannot guarantee the timescales set by the Royal Mail as I am dependent on them for their service. My email to contact is [dinkygems@outlook.com](mailto:dinkygems@outlook.com).

### Returns

We pride ourselves on the quality of our makes and excellence in Customer Service, therefore we want you to be completely satisfied. If, however, in the rare occasion you are not completely satisfied with the goods for any reason you may return them, unworn within 14 days and we'll exchange them or refund your money. We do not accept returns for custom makes, felt or jewellery. You will be kept apprised of the make, together with photographs to ensure you are happy before the item is sent.

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging. To complete your return, please email [dinkygems@outlook.com](mailto:dinkygems@outlook.com). There are certain situations where only partial refunds are granted:

- Any item not in its original condition, is damaged or missing parts for reasons not due to our error.
- Any item that is returned more than 14 days after delivery

### Refunds

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund. If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within 5 days. We do not take payments directly which causes this delay as we work through our website financial partners.

### Late or missing refunds

If you haven't received a refund after five days and I have confirmed it has been processed, please check your bank account again. Then contact your credit card company, it may take some time before your refund is officially posted (if this is how your item was purchased). Next contact your bank. There is often some processing time before a refund is posted. If you've done all of this and you still have not received your refund yet, please contact us at [dinkygems@outlook.com](mailto:dinkygems@outlook.com).

### Sale items

Only regular priced items will be refunded, unfortunately sale items cannot be refunded.

### Exchanges

We only replace items if they are defective or damaged. As most of our jewellery is unique and not produced in mass, if you want to exchange or replace the item please contact us to see if an alternative or similar item is available or can be reproduced.

### Shipping

To return your product, you should mail your product to: Sarah Williamson, 66 Main Street, Long Compton, Shipston on Stour, Warwickshire, CV36 5JS.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it will take for your exchanged product to reach you, may vary. If you are shipping an item over £30, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.