

Terms & Conditions

About Us

This website is owned and operated by More Than Art of 3-5 Victoria Lane, Saltash PL12 6TX.

If you need to contact us, please email us at gallery@morethanartonline.com or call us on 01752 658938

Making a contract with us

When you place an order with us, you are making an offer to buy goods.

We will send you an email to confirm that we have received your order. We will not take payment from you until we have accepted your order. In the unlikely event that the goods are no longer available, or that we have made a pricing mistake, we will advise you of this. Payment can be made by Paypal or by cheque (allow 7 days for the cheque to clear before goods are dispatched).

How to Place an Order

Orders can be placed through the website or by telephone (01752 658938). If ordering via the website follow the instructions online. If ordering by telephone, payment can be still be made by Paypal, we will send you a link to follow.

Delivery

For the United Kingdom there is a standard delivery charge of £3.99.

For Express Delivery (next working day) there is a charge of £8.50.

For orders over £50.00 standard delivery is free. Express Delivery is £4.50.

Goods will usually be sent out within 7 days. Please allow 5 working days for standard delivery.

If the goods are lost or damaged in transit, please let us know within 48 hours of delivery or 5 days from date of order in the case of missing arrivals.

Cancellation and returns

You can cancel your order/contract at any time from the order was placed up to 14 working days after delivery. To do this, please email us or write to us. You do not have to give any reason for cancellation. However, a brief explanation will help us to improve the service we offer to customers in the future. If you cancel, you must return the goods to us at your own expense within 14 days of the date of delivery.

You must ensure that the goods are packaged adequately to protect against damage. If you fail to take reasonable care of the goods before they are returned to us, and this results in damage or deterioration, we will charge you for the reduction in value. You will be responsible for the postage cost for any returns unless the items are faulty.

This cancellation policy does not affect your legal rights — for example, if goods are faulty or mis-described.

This policy does not apply to the following goods, which are exempt from the right to cancel:

Earrings for pierced ears

Special Orders made to customer's own specifications.

Faulty goods

If there is a problem with the goods, please contact us.

Warranty

All stones are guaranteed for up to 1 year and will be replaced free of charge. If the items are returned within 6 months of the purchase date customer's return postage will be refunded via Paypal.

Care & Maintenance of Senalice Jewellery

It is important that the jewellery is removed prior to bathing, gardening, or any doing any household chores to avoid tarnishes, scratches and excessive wear to the jewelley. Apply perfume and lotions before putting on the jewellery as they can tarnish the plating and stones.

These terms and conditions may be subject to change.

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