

## Terms and Conditions

We obviously need to display our terms and conditions below, but basically, we like to listen to our customers, and if something goes wrong, we like to look after you in the same manner as we would be expected to be looked after by another company.

The terms below and our [Privacy Policy](#) combined, form our complete terms and conditions.

### General

No order will be deemed to constitute a contract of sale irrespective of the manner of its transmission to the Seller until the Goods are despatched by the Seller.

### Prices

All prices displayed include VAT (where chargeable).

### Delivery

Deliveries to countries outside the UK may incur import duties payable by you at your country before delivery is made.

The Seller shall not be held liable for any losses, expenses or consequential loss incurred by the Buyer or any other person or company however arising whether directly or indirectly out of a failure to meet an estimated delivery date.

### Payment

Payment is to be made via PayPal and is due at the time of order.

Goods remain the property of Gemstone Treasures until fully paid for.

### Warranty

Products sold by Gemstone Treasures are guaranteed against defects in material and workmanship for a period of one year. Please note we cannot accept responsibility for damage resulting from misuse.

### Faulty Goods

The Buyer has the right to ask for a repair, replacement, or refund for a faulty item unless it can be proved that the item was damaged due to misuse or fair wear and tear.

The Buyer must notify Gemstone Treasures in writing

- the item(s) which are damaged
- the order number(s) under which the item(s) were purchased (this can be found on your receipt)

### Returned Goods

Damaged goods must be packaged and returned to Gemstone Treasures by the Buyer with the Buyer's details provided in a prominent place on or inside the package. Without this, the order from which the return is made will not be able to be matched.

Notification of wrongly shipped goods or incompletely shipped goods should be made within 14 days of delivery. Any claim made outside of 14 days will not be accepted.

The Buyer has another 14 days to return the goods once they've told Gemstone Treasures that they wish to return the goods.

The Buyer remains responsible for the return of the goods until the point of delivery. Gemstone Treasures will not be held responsible for loss or damage to goods whilst being returned.

Damaged goods must be received in adequately packaged materials in order for the goods to be proved faulty on receipt of the Buyer. Goods received inadequately packaged will be deemed to have been non-faulty upon sending.

The Buyer will be liable for the cost of remedying damage to returned goods or missing parts where such damage or missing parts has in the opinion of the Seller been caused by the goods being inadequately packaged by the Buyer.

Replacements, refunds and partial refunds will not be made until the faulty goods have been received and inspected by Gemstone Treasures. Refunds and partial refunds will include the return postage costs, and postage costs will be refunded upon receipt and inspection of returned goods.

The Seller's failure to insist upon strict adherence to any of the terms and conditions with this contract shall not be deemed a waiver of its rights within these terms and conditions.

### **Legal Liability**

The contracts from the sales of goods by Gemstone Treasures shall be subject to and governed by English law.

Liability of Gemstone Treasures shall in no circumstance exceed the original value of the price charged for the goods. Gemstone Treasures cannot accept liability for injury or negative consequence of using the products it sells.

### **Acceptance of terms**

By placing an order with Gemstone Treasures you are agreeing to be bound by our terms and conditions.

This does not affect your statutory rights as a customer.