

Terms and Conditions:

## ORDERS

### Purchase of products

When you order a Product from the our website you are agreeing to buy it at the price stated, subject to these terms.

You promise that you have the legal capacity to enter into the transaction.

Our agreement with you is concluded when we dispatch the goods to you.

All reasonable care will be taken to ensure that all details and prices of products appearing on the Website are correct at the time when the information was entered onto the system.

We reserve the right to cancel an order. Non-acceptance of an order may result from one of the following:

- The product ordered being unavailable from stock
- Our inability to obtain authorisation of payment

### Prices

Prices displayed on the Site are shown in Rand, including VAT. Prices are subject to change at any time.

Deliveries will be charged in addition to the price of the products.

### Delivery

It is your responsibility to ensure that your delivery address details are correct when placing an order on our website. We cannot be held responsible for incorrect information.

Only Street addresses are accepted. No P.O. Boxes.

We will do our best to dispatch the ordered goods as soon as possible, but cannot be held liable for delays in delivery. Any guarantees or representations made as to delivery times are subject to any delays resulting from courier delays or force majeure for which we will not be responsible.

Lucinda Bell Jewellery ships products from Monday to Friday during working hours. We do not operate on public holidays.

### Order acceptance and cancellation

Your receipt of an electronic or other form of order confirmation does not signify our acceptance of your order, nor does it constitute confirmation of our offer to sell. We reserve the right at any time after receipt of your order to accept, decline, or limit your order for any reason, whether or not your credit card has been charged. If your credit card has been charged and your order is cancelled, you will receive a refund.

Once an order has been placed, it cannot be cancelled unless the shipment is unavoidably delayed. In this case, we will do our best to cancel the order if requested.

### Your Data

You own all your data. When you enter your data into the system, you give us the licence to use it to provide the goods. We are not responsible for any of your data stored on our system.

## PAYMENT

You will pay us the fees on the due date. You may not withhold any amount of payment due to us for any reason.

### Payment options

Lucinda Bell Jewellery accepts payment with PayFast and EFT (Electronic Funds Transfer). Goods will not be dispatched until a pre-authorisation check on your account has been completed. If the issuer of your payment card refuses to, or does not authorise payment for any reason, then you will be notified of this immediately. Your card will only be debited once the Order has been accepted.

## CHANGES IN PRODUCTS AND PRICING

Our range of products will be updated or revised from time to time. We may discontinue products at any time without notice.

We reserve the right to make adjustments to our pricing as a result of changing market conditions, product discontinuation, manufacturer price changes, errors in advertisements, and other extenuating circumstances.

## MANUFACTURING

Please allow for 10 working days for manufacturing

Due to the fact that many of our products are made from natural forms, small irregularities and size differences may occur.

Once you have received your parcel, please open it with care. We will take no responsibility for damage resulting from incorrect handling of the product by the purchaser.

## ADVERTISING DISCLAIMER

We attempt to be as accurate as possible with Product descriptions and prices. In the event that a Product is listed at an incorrect price or with incorrect information due to typographical error, we shall have the right to refuse or cancel any orders placed for Products listed at the incorrect price. We shall have the right to refuse or cancel any such orders whether or not the order has been confirmed and your credit card has been charged. If your credit card has already been charged for the purchase and your order is cancelled, we shall immediately issue a credit to your credit card account in the amount of the charge.

## RETURN POLICY

Our aim is for our customers to be fully satisfied with our products. If, however, you receive any products that you are unhappy with, you may contact us within 2 weeks of receipt of the product and we will offer you a store credit for the item. The purchase price is the amount you paid for the product and does not include any delivery costs.

Products excluded from return are:

Custom-Made Jewellery

All Products bought on sale.

Products returned must be unworn, and undamaged. We shall not accept any return that we receive after the applicable return period (2 weeks after receipt of your parcel). Please ensure when returning the parcel that the Products are properly protected.

We will not be held responsible for the damage of chains. Chains are delicate by nature and care needs to be taken when wearing them.

## TRADEMARKS AND INTELLECTUAL PROPERTY

All our trademarks are the property of Lucinda Bell Jewellery. You may not use them without our permission. We own the intellectual property rights to our products and you may not copy or reproduce these products without our permission.

## PRIVACY POLICY

This policy describes the way we handle your personal information

You may not order any of our products if you do not accept this policy.

We collect your contact details and delivery address when you place an order. We may use this personal information for the purposes that you indicated when you agreed to provide it to us. We will use it to fulfil our obligations to you. We may share this information with third parties for the purposes of fulfilling our obligations to you.

Our website is hosted on a secure server. Security measures are in place to prevent interference by intruders. We will only retain your personal information for as long as is necessary.