

www.fireflyjewellery.com

Terms and conditions

Delivery

Standard delivery is **£3.95 per box** for the **UK ONLY**. This is added on during the PayPal paying process. **For deliveries outside of the UK you must click on the drop down menus to add shipping**. This will make postage £7.95 for Europe and £11.95 for the rest of the world. If at any time you wish to check on the progress of your order, have any queries about the delivery process or any special requirements please email us at delivery@fireflyjewellery.com.

Standard delivery time is 5 working days for the UK, 10 working days for Europe and 15 working days for the rest of the world. We always endeavour to get your box to you as soon as possible and delivery time will usually be quicker than this. Again, if you have special requirements for delivery sooner than this please get in touch at delivery@fireflyjewellery.com. We can arrange UK next day delivery at an extra cost, depending on the number of boxes to be delivered.

Placing an order

Once you have placed your order by using the buy now button for your boxes (and for any extra shipping for customers outside the UK) you will be taken through payment step-by-step by the PayPal system. You will be asked to confirm the quantity and lines that you are purchasing and postage charges will be added. You will then have the option to pay by credit or debit card or through a PayPal account. At each stage of the transaction you can amend details if they are incorrect or choose not to go ahead with purchasing. It is only at the confirm sale point that the sale is agreed. This will be concluded in English and a record of the sale will be stored by Firefly for reference purposes. As an online retailer we are keen to respect your rights as a consumer and we cohere with the Distance Selling Regulations (<http://www.opsi.gov.uk/si/si2000/20002334.htm>).

Returns

We want you to love you firefly box and if you are not entirely happy with it you can return it in mint condition and get a full refund. To do this you must inform us within **7 days** of receipt and email customer services on customerservices@fireflyjewellery.com. Items returned outside these guidelines will only be subject to credit. This does not affect your statutory rights.

For all returns, except where the item is faulty, you will be required to arrange and pay for the return of the item/s to us. When returning items you are strongly recommended to obtain proof of posting. We cannot accept responsibility for parcels lost in transit. If you are wishing to return faulty items, email customerservices@fireflyjewellery.com within 7 days of receipt. Firefly will arrange for an exchange of an individual piece or a refund at your discretion.

Stock

We attempt to keep the website as up-to-date as possible with our levels of stock. However, in rare circumstances a piece may be out of stock. If this occurs, we will inform you and offer you a substitute. If you are in any way unhappy with this then you are free to return the piece or the box to us and will be offered a full refund under our returns policy.

Privacy

We will not share your information with any third parties and we will always respect your privacy.

About us

Firefly is a small, independent company. We are new to the world of e-commerce so please be patient with us. We want to make beautiful products that our customers will love. If you have any feedback on ways we could improve our service it would be very gratefully received at customerservices@fireflyjewellery.com. If you have any further queries or questions at any point don't hesitate to contact us at:

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