



Terms & Conditions

Delivery Costs

Postage and packaging for orders valued up to £40 is £1.98 Standard Delivery

Postage and packaging for orders valued over £40.00 is free Standard Delivery

There is an option for Special Delivery Next Day, Signed-for, Insured

European Deliveries - Please contact us

Delivery

Delivery is subject to clearance of payment. If the products ordered are in stock, orders are guaranteed to be dispatched within 7 working days of ordering, however most orders are fulfilled within 3 working days. If your order is urgent please contact us and we will endeavour to meet your deadline. If items ordered are out of stock you will be notified. Charm School Crafts aims to deliver within the timescales stated although, at times, delivery may be subject to conditions outside our control. We don't send out orders on Sundays or Bank Holidays

Commissioned jewellery will be dispatched to a mutually agreed timescale, usually between 8 to 10 weeks from confirmation of order. When a design has been agreed, a deposit of 50% of the total cost is required to proceed. The balance is required prior to dispatch. All jewellery orders will be dealt with as soon as possible, but please bear in mind that each piece is individually designed and hand-crafted.

Delivery times are approximate and we will not be held liable for any compensation or damages as a result of late or non-delivery. However, in the event of non-delivery, a refund may be issued (less delivery costs already paid by Charm School Crafts) or a replacement sent, after an agreed period of no less than 15 days, subject to agreement. In the event of a non-delivery, you must notify us within 21 days of your order date.

If an order is not collected when delivery has been attempted, or an incorrect or incomplete delivery address is given at the time the order is placed resulting in non-delivery, re-delivery can be arranged only if the parcel is returned to us in original condition, and will be subject to a re-delivery cost.

Payment

Goods and services can be paid for by:

- Credit card, debit card, or PayPal account (processed by PayPal) to sales@charmschoolcrafts.com
- BACS Online Bank Transfer to Charm School Crafts, Sort Code 60-24-77, Account 19164238
- Cheque sent to 50 Whitmore Road, Beckenham, BR3 3NS

If the issuer of your credit card, debit card, or PayPal account does not authorise payment to us, we will not be liable for any delay or non-delivery. In such instances, any costs incurred will be payable by you. Where there are insufficient funds to honour a cheque, costs incurred will also be payable by you.



Purchasing & Booking

To purchase goods and services from the Charm School Crafts website you must be at least 18 years of age and provide your real name, phone number, email address, and other requested information. All orders are subject to acceptance and availability. We reserve the right, at our discretion, to refuse to supply an order, or to hold orders for review.

By submitting your order at checkout you are offering to buy the goods at the price stated subject to our terms and conditions, and your order will only be accepted as a legally binding contract between us after your payment has been received in full.

The credit card address and delivery address must be the same, unless prior approval is given.

You will not own goods until we have received payment in full and made delivery. You will be responsible for the goods once delivery is made, or delayed by you. Postage and packaging will be charged in addition to the price of the items ordered, as listed in 'Delivery Costs'. Charm School Crafts products are not liable for VAT payments.

To book a Party, Course, Workshop or Tailored Training, a completed Booking Form is required. For Parties a deposit of 50% is required on booking to secure the date and time, and full payment is due one week before the event date. For Courses, Tailored Training or Workshops full payment is required on booking. Please note, places are not guaranteed until confirmation is sent to the purchaser. For Parties, a confirmation email will be sent on receipt of Booking Form and deposit or payment.

Returns & Exchanges

In accordance with UK law, you have a 7-day 'cooling off' period from the day goods are received. During this time, you have the right to cancel your purchase and receive a full refund if the goods are returned to us unused and unopened, and in 'as-new' condition. You do not need to give a reason for cancelling the purchase, but it would be helpful to know why an order is cancelled, and speed resolution of the problem.

Please check your order on receipt and, in the unlikely event you are not completely satisfied with it, or there has been any damage in transit or an error in the order, please contact us and provide the following information within 5 working days of receipt:

- Customer name
- Invoice number
- Date of your order
- The item and quantity of the item
- Reason for wishing to return the item

If goods are delivered to you damaged or faulty we will arrange replacement at our cost. If you do not inform us within 10 working days of the dispatch date we shall accept no liability for goods said to be damaged on delivery.

A representative of Charm School Crafts will contact you regarding returning your order as soon as possible after receipt of this information to agree a schedule for resolution.



We can only refund or exchange goods which are unused and unopened, and returned in 'as-new' condition. You are required to return the goods safely to us, and you are responsible for the cost incurred. Should you cancel your purchase within the 7-day 'cooling off' period, we will refund your payment in full within 30 days, minus any delivery charges paid. If was made by credit or debit card, or PayPal account the refund will be made directly to the same credit or debit card or PayPal account within 30 days of your cancellation. If you paid by other means, your refund will be made by cheque which will be posted to you within 30 days of your cancellation. There will be no charges for cancellation within the 7-day 'cooling off' period.

Delivery for returns is made at your expense. Goods must be suitably packaged to prevent damage in transit, and sent by Special Delivery or other signed-for service, as proof of postage will not be accepted as proof of delivery.

Charm School Crafts cannot accept liability for goods lost or damaged during transit. If you need to return items, please ensure you pack them carefully to avoid damage in transit. Please remember to include your name and address, and a copy of your purchase receipt.

Jewellery items can only be returned unworn and in their original condition, complete with all accessories, and original packaging. For Health and Safety reasons, earrings cannot be returned. Following discussion, Charm School Crafts will (subject to exemptions) agree to exchange, supply a credit note or refund the cost of the item.

Where a returned item has been given as a gift, it can be exchanged for another item of the same value, or greater value if the balance is paid. Gift returns are subject to the criteria outlined above.

Bear in mind that Charm School Crafts/Jesselina jewellery is not designed for continual wear or wear while undertaking activities such as gardening or DIY, for example. All pieces are hand-crafted to high standards, and are designed to withstand light to normal 'occasional' wear, and appropriate handling. Some will include delicate elements (such as thin chains, for example) and should be handled appropriately. For both safety and product care reasons, items (particularly bracelets, watches and rings) should be removed if activities are undertaken which may cause them to be caught on objects in any way.

In the unlikely event that a fault occurs in a piece of jewellery within 30 days of delivery, Charm School Crafts will undertake repair free of charge, provided this has only occurred during light to normal 'occasional' wear and treatment, and has not been caused by any rough handling or accident (such as going through a washing machine). Items requiring repair as a result of rough handling or accident after the 30-day period following delivery may incur a charge. This service is provided at the discretion of Charm School Crafts, subject to sight of the item, which must be returned following the returns procedure above.

We seek to comply with the EU Distance Selling Directive (October 200) which is part of UK law under the Consumer Protection (Distance Selling) Regulations 2000. It applies to all consumer transactions in the UK where a consumer does not meet the vendor. Contracts between businesses are not governed by these regulations.

Cancellation & Refunds

Product orders can be cancelled at any stage until delivery. To request the cancellation of an order, contact us and provide the following information at the earliest opportunity before delivery:



- Customer name
- Invoice number
- Date of order
- The item and quantity of the item, or event to be cancelled.

Charm School Crafts reserves the right to cancel and/or refuse any order received that is found to be part of any fraudulent activity, and orders containing information that cannot be verified.

Charm School Crafts reserves the right to cancel any event where full payment is not made. We also reserve the right to cancel events subject to circumstances beyond our control. In such a situation we would offer the opportunity to either transfer the payment to another date or to opt for a refund.

A full refund will be made if more than three weeks' notice of cancellation is given prior to a booked event date. A partial refund may be made in the case of a cancellation made giving less than three weeks' notice. Alternatively, the payment may be transferred to a different date. A refund will not be due in the event of non-attendance on a course without notice.

Security

Charm School Crafts collects personal information directly from you when you place an order via the website. This includes your name, email address, home address, and information relevant to the order such as size etc. Credit card details are entered directly into our payment partner's systems (see following paragraph) and are neither transmitted nor held on our systems. Sometimes we may ask for your telephone number to contact you to discuss your requirements in detail. This information helps to facilitate a personalised shopping experience for you and allows us to process your order. We do not disclose any of the information you give us to any third parties.

Our payment partner is PayPal, which automatically encrypts your confidential information in transit from your computer to theirs using the Secure Sockets Layer protocol (SSL) with an encryption key length of 128-bits (the highest level commercially available). Once your information reaches PayPal it resides on a server that is heavily protected. PayPal servers sit behind an electronic firewall and are not directly connected to the Internet, so your private information is available only to authorised computers.

Charm School Crafts will make every effort to keep the details of your order and payment secure in so far as it is in our power to do so. However, in the absence of negligence on our part, we cannot be held liable for any loss you may suffer if a third party procures unauthorised access to any data you provide when accessing or ordering from this website.

Privacy

We may also use your information for our internal marketing and demographic studies, together with non-personal data to monitor customer patterns so we can consistently improve our website design to better meet our visitors' needs.

At all times, you have the opportunity to opt-out of any service to which you have subscribed. Should you choose to have your name and personal data removed from our database all together, you can do so by contacting us



Your personal information may also be checked with credit agencies to prevent fraud. Where there is a legal obligation to do so, we may disclose your information to any relevant regulatory body.

In addition, we may collect non-personal data about use of the website, such as pages visited, times and volume of use as well as traffic data. Traffic data includes logs, details of networks, time of log-on or access, length of sessions and similar systems data.

The website (charmschoolcrafts.com)

Charm School Crafts makes every effort to ensure that the information on this website is correct and does not accept any liability for error or omission.

All material on this website is the copyright of Charm School Crafts. All rights reserved. No part of the Charm School Crafts website may be reproduced, translated, adapted, used or distributed in any way without our permission. This website is for personal, non-commercial reference, and for the perusal and purchase of goods and services.

All details, descriptions and prices of products appearing on the Charm School Crafts website are correct at the time the data was entered. Although Charm School Crafts aims to keep the website as up-to-date as possible, the information appearing on the Charm School Crafts website at a particular time may not always reflect the position exactly at the moment an order is placed. All images, sizes, weights and measurements are as accurate as possible, but are not guaranteed.

Information on products, services, prices and availability is subject to change without notice.

In the unlikely event product details display an incorrect price or description, Charm School Crafts reserves the right to cancel and/or refuse an order. If a charge has been levied, we will refund the full amount paid. Should such a situation arise, we will email the purchaser as soon as it comes to our attention.

Charm School Crafts does not accept liability for any use of the website or reliance on the site content except where the site owner is negligent, nor do we accept liability if the website is unavailable for any reason.

Charm School Crafts may include hyperlinks on this website to other websites or resources operated by parties other than Charm School Crafts. We are not responsible for the availability of such external websites or resources, and do not endorse and are not responsible or liable, directly or indirectly, for the privacy practices or the content of such websites. We do not accept any responsibility for any website not under our control, which may act as a portal for our site, or be connected by hypertext links from our site.

By visiting www.charmschoolcrafts.com you are accepting and consenting to the practices described above, and in the separate [Privacy Policy](#) on the website.

These terms and conditions above are subject to change at any time without prior notice. We recommend that you regularly check these terms and conditions.

These terms and conditions do not affect your statutory rights.