

Helen Rose Contemporary Design Terms & Conditions

Wholesale Supply

All Helen Rose Contemporary Design jewellery and commissions are developed, designed and handmade by Helen Rose in her Liverpool home workshop.

All jewellery is sterling silver.

All jewellery is hallmarked in London Assay Office (only exception being the 'Sinu Collection studs' which are sterling silver but underweight).

Minimum order £250. All jewellery shall remain vested in Helen Rose Contemporary Design and shall not pass to the buyer until the purchase price of the jewellery has been paid in full and is received by Helen Rose Contemporary Design.

For first time orders a deposit of 40% of the full order price is to be paid at the time of ordering. Subsequent orders require a 20% deposit at the time of ordering. In the event that an order is cancelled deposits already paid are non-refundable as each order is made to order, with deposits covering material costs incurred.

Orders when complete are despatched by Royal Mail's insured Next Day delivery service, each order is insured up to the value of the items purchased. All postage costs have to be paid by the buyer.

For sale order timeframes please contact Helen Rose Contemporary Design.

Jewellery boxes are supplied with orders unless otherwise specified.

Sinu Collection rings are available in sizes M-R to maintain design characteristics.

For SOR agreements Helen Rose Contemporary Design aims to replenish stock within 4-5 weeks unless otherwise agreed.

All supplied jewellery images and product literature remain the property of Helen Rose Contemporary Design.

Silver prices are subject to change, Helen Rose Contemporary Design reserves the right to alter and correct information without notice.

Delivery & Shipping Charges

Once your order is completed (please see Ordering Information and Timescale) it is despatched using Royal Mail's insured Next Day delivery service. Each item is insured up to the value of the item purchased.

If you are ordering from outside of the UK and Northern Ireland territories please contact Helen Rose Contemporary Design and she will invoice you with appropriate postage rates.

Once despatched you will receive an email detailing your order and Royal Mail / International order tracking number.

Customs Charges

International customers are responsible for any duties and/or taxes that may be imposed on the item on arrival at the destination country. We have no control over these charges.

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International delivery times vary on destination and can take up to 7 days.

RETAIL NON-TRADE CUSTOMERS TERMS

Ordering Information and Timescale

Orders can be placed through the Oddissa website, by phone or by email. Orders are started once payment has cleared. No orders are ever despatched before payment has cleared, this may increase the timescale of your order if the item is in stock.

All jewellery items are hand-made to order and can take between 2-3 weeks to despatch. Stock is kept at busier times of year and if your item is in stock your jewellery will be posted within 3 working days.

Please contact Helen Rose for approximate making times for each item. If an item is required for a specific date please contact Helen Rose before placing your order. Helen Rose will always seek to fulfil deadlines, prior contact will ensure this is possible. A confirmation email will be sent specifying an estimated completion and delivery date.

Cancellations must be notified within 48 hours to be refunded. Helen aims to fulfil orders as efficiently as possible. Once an order has been started it is not possible to refund due to the nature of 'making to order'.

Postal addresses must be accurate and complete to guarantee delivery.

Returns Policy

As each product is handmade they are unique, slight variations are part of the distinct style and character of the work. All orders placed are commitments by the customer. If you feel your item is not as described please contact Helen Rose and she will endeavour to resolve the issue.

Any work damaged during transit or incorrectly supplied must be reported within 48 hours of delivery. Please contact Helen Rose and a replacement, repair or exchange will be arranged as appropriate.

When returning an item the package is your responsibility until it reaches Helen Rose's workshop. When returning goods we recommend an insured Recorded or Special Delivery service to insure it against loss or damage. Postage will be refunded only if the item is faulty or an error has been made on our part from the original order.

When returning goods from outside the UK, you must contact Helen Rose within 14 days to notify any problems with the item.

Items are made to order and unfortunately refunds cannot be issued. Exchanges for none faulty items are given at Helen's discretion.

Regretfully earrings and custom made items cannot be returned.

Commissions

Customised and custom jewellery orders can take up to three-four months depending on workload, please contact Helen Rose to ensure timely order fulfilment.

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Each commission includes a detailed brief outlining design stages/material/detail, final agreed design, timescale, payment and delivery date.

Commissions with deposit arrangements are only ever begun when the agreed deposit is paid and received by Helen Rose. Commission orders are despatched when the full order amount is received by Helen Rose.

When undertaking a commission Helen Rose agrees to develop the brief as agreed providing necessary supporting materials as agreed, these can include development work/research, preliminary sketches, hand/technical/CAD drawings. Helen Rose will consult on the design direction and have full agreement and cleared payment/deposit before beginning the hand making process. Commission payments/deposits are non-refundable covering material, immediate expense and design costs. Final work is despatched on the cleared payment of the balance due.