

Terms and Conditions:

Please contact us on edeldesignerjewellery@gmail.com for any queries.

Commissions

We require a few days to design a specific jewellery item for you. Turnaround time for a custom jewellery piece will take 2-4 weeks. We will require a 60% deposit prior manufacturing. Please note that we are not responsible for wrong sizes and measurements given. Quotations on all Gold, Platinum and silver will be done and will vary depending on the ring size and Dollar price. Custom jewellery pieces cannot be returned. Invoices and Quotations sent by Edel Designer Jewellery are only valid for 7 days.

Sizes

It is the customer's responsibility to order the correct ring size, chain length or bracelet/bangle size. Ring sizes can be measured at our studio (by appointment) or by the nearest jeweler. Broader bands will fit tighter than thin bands. It is not always easy or possible to size a piece after manufacturing. The customer will have to cover the costs to resize the ring.

Rings X Small (G, H,I) – Small (J, K, L) – Medium (M, N, O) – Large (P, G, R)

Bracelets Small 16cm – Large 18cm

Necklaces 42cm, 45cm, 50cm, 55cm, 60cm

Locally Handmade

Edel Designer Jewellery is handcrafted in Cape Town, South Africa. Our Jewellery collections are made from Sterling silver or Sterling silver plated 9ct Yellow or Rose gold set with semi-precious gemstones or pearls. Custom pieces can be made from Silver, Gold or Platinum. Our jewellery are all handmade, which means that there may occur subtle variations to the images on the website or catalogue.

Jewellery Care

It is important to take care of your jewellery to ensure your piece will maintain its beauty for longer. After each wear, it is suggested to carefully wipe gold or silver jewellery with a dry, lint-free soft cloth to increase the items' shine and to remove any make-up or natural skin oils. Sterling Silver and goldplated

jewellery may be cleaned with warm soapy water. If necessary use a soft toothbrush to clean hard to reach places, but be very careful on gold-plated jewellery. Rinse thoroughly with clean water and dab dry with a soft lint-free cloth. Please do not use polishing cloths that are intended for use on uncoated silver or gold jewellery on gold-plated/coated jewellery. Also take care of your gemstones by handling them with care and keeping them away from harsh chemicals. Pearls are particularly susceptible to damage and scratches easily. Please feel free to contact me to get your jewellery cleaned and polished.

Lead Time and Shipping

Edel Designer Jewellery is a small business and all products are made by hand we do ask to keep in mind that manufacturing can take 1 – 4 weeks. Turnaround time is also dependent on the size of the order. A 50% deposit is required prior to manufacturing and full payment is mandatory before shipping. Once an order is placed the customer has to pay within 5 days, otherwise the order will be cancelled. Once your jewellery piece is completed you will be informed. Self-collection is possible by appointment (see contact details). Courier can be arranged and will take between 3 to 8 working days

depending on the destination. We make use of reliable courier services, but cannot be held liable for delays on delivery once the item has left our studio. A fee of R100 will be charged for any national courier services in South Africa (excluding some rural areas). For International shipping we make use of the Postal Service and therefore shipping may between 2 to 4 weeks. Shipping prices will vary between different countries. Edel Designer Jewellery will not be liable for any custom fees, import duties or taxes. We do advise to first check this information according to your country beforehand. You will be expected to sign for your parcel if the order is returned to me due to postal or courier services not being able to complete the delivery for any reason. The customer will be accountable for repeat shipping costs.

Return Policy

We strive to create high quality products and ensure the satisfaction of our clients. But due to any dissatisfaction, any complaints and/or return of goods must be made within a maximum of 7 days from receipt of goods. Ship items back to me within: 14 days of delivery. We will do a full refund on items bought from our collections that are unworn, unused and undamaged, and in its original packaging. The customer will be responsible to return the jewellery to us by their own means. I don't accept cancellations. But please contact me if you have any problems with your order. Custom or personalized orders cannot be accepted for return unless they arrived damaged or defective. Edel Designer Jewellery will not be liable for any indirect or consequential loss or damage of jewellery items purchased once the tags have been removed and the item has been worn.

Repairs

Edel Designer Jewellery offers a wide range of jewellery repair services. Please contact us for pricing on any jewellery repairs, plating, restringing or setting. Damage of jewellery items will first be assessed for wear and tear before repair. Repair of items may not always be possible, depending on the damage to the piece. Edel Designer Jewellery cannot be held responsible for damage of jewellery pieces while being repaired, as we are unaware of any flaws inside the metal or stones. But we do assure that we take great care and are qualified to repair jewellery. We do recommend a yearly maintenance and refurbishment to be done on jewellery items.

Privacy policy

Edel Designer Jewellery will only use your shipping and billing address, and contact information to communicate with you about your order. To fulfill your order. For legal reasons (like paying taxes)

These Terms and Conditions May Change

We reserve the right to update or modify these terms and conditions at any time without prior notice. Your use of edel designer jewellery.com following any such change constitutes your agreement to follow and be bound by the terms and conditions as changed. For this reason, we encourage you to review these terms and conditions whenever you use this website.

Limitations of Liability

The Company, Edel Designer Jewellery, shall not assume any responsibility, and shall not be liable for, any damages to, or viruses that may infect, your computer, telecommunication equipment, or other property caused by or arising from your access to, use of, or browsing this website or your downloading of any materials, from this website. IN NO EVENT WILL THE COMPANY PRIVATE LIMITED NOR THEIR RESPECTIVE OFFICERS, DIRECTORS, EMPLOYEES, SHAREHOLDERS, AFFILIATES, AGENTS, SUCCESSORS, ASSIGNS, RETAIL PARTNERS NOR ANY PARTY INVOLVED IN THE CREATION,

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Products, Content and Specifications

All features, content, specifications, products and prices of products and services described or depicted on this website are subject to change at any time without notice. Certain weights, measures and similar descriptions are approximate and are provided for convenience purposes only. We make all reasonable efforts to accurately display the attributes of our products, including the applicable colors; however, the actual color you see will depend on your computer system and we cannot guarantee that your computer will accurately display such colors. The inclusion of any products or services in this website at a particular time does not imply or warrant that these products or services will be available at any time. It is your responsibility to ascertain and obey all applicable local, state and international laws in regard to the possession, use and sale of any item purchased from this website. By placing an order, you represent that the products ordered will be used only in a lawful manner.

Shipping Limitations

When an order is placed, it will be shipped to an address designated by the purchaser as long as that shipping address is compliant with the shipping restrictions contained on this website. All purchases from this website are made pursuant to a shipment contract. As a result, risk of loss and title for items purchased from this website pass to you upon delivery of the items to the carrier. You are responsible for filing any claims with carriers for damaged and/or lost shipments.

Duties and Taxes

You are responsible for duties and taxes outside Singapore. All items entering a foreign country are subject to customs inspection and assessment of the duties and taxes in accordance with that country's national laws.

Your Account

You are responsible for maintaining the confidentiality of your account and information submitted on edeldesignerjewellery.com, and you agree to accept responsibility for all activities that occur under your account and password. This website and the company reserves the right to refuse service,

terminate accounts remove or edit content or cancel orders. By placing an order, you warrant that you are over 18 years of age, and that you are providing edeldesignerjewellery.com with accurate, truthful information and that you have the authority to place the order.

Exchange and Refund Policy (Online Shop)

Electronic Communications

When you visit this website and/or send email to us, you consent to receive electronic communications from us. You agree that all agreements, notices, disclosures and other communications that we sent you electronically satisfy any legal requirement that such communications be in writing

Exclusions of Warranties

The company makes no representative or warranty regarding the good working order or condition of this website, its suitability for use, or that its use will be uninterrupted or error-free. All information or material provided in this website to you “as is” and without warranties of any kind, expressed or implied, including without limitation, warranties or conditions of merchantability, fitness, quality, durability or suitability for any particular purpose, or non-infringement.

Privacy, POPIA and PAIA

Edel Designer Jewellery respects your privacy and is committed to protecting your personal information in accordance with the Protection of Personal Information Act, 2013 (“POPIA”).

Personal information collected through this website, enquiries, appointments, purchases or other interactions will be processed solely for legitimate business purposes, including responding to enquiries, providing products and services, processing orders, maintaining customer records, and complying with applicable legal and regulatory obligations.

We will not sell or disclose your personal information to third parties except where required to fulfil your order, where required by law, or with your consent.

Reasonable technical and organisational safeguards are implemented to protect personal information against unauthorised access, loss, misuse or disclosure.

In accordance with the Promotion of Access to Information Act, 2000 (“PAIA”), Edel Designer Jewellery has adopted a PAIA Manual describing the records held by the business and the procedures for requesting access to those records.

Requests for access to records or enquiries relating to privacy may be directed to:

Information Officer

Aletta Corin

Email: edeldesignerjewellery@gmail.com

The PAIA Manual is available upon request.

