

DINNY HALL LTD – TERMS & CONDITIONS

Dinny Hall Terms and conditions

How to pay

We accept all major credit cards. All credit card purchases have to be sent direct to Cardholders address. The transaction is taken in pound sterling.

Delivery

We are normally able to deliver all items within 7 working days from receipt of order, subject to availability. If we are out of stock on any item, you will be notified within 48 hours by email.

Post and Packaging

All Jewellery is beautifully packaged in Dinny Hall boxes.

The charge for postage and packaging is £6.50 per delivery address within the UK - all UK orders will be dispatched by registered delivery.

For delivery to Europe and the USA orders are dispatched by Royal Mail Airsure and are charged at £10.00.

For Rest of the World orders are delivered using Federal Express at a charge of £40.00

Gift Wrapping

All Jewellery can be gift wrapped on request. Please request for this option.

Gift Vouchers

Gift vouchers are available in the form of £20 gift cards & £100 gift cards – you may buy several cards if you wish. These will be added to your shopping basket as a normal item or can be purchased from:

web@dinnyhall.co.uk

Returns Policy

Any Jewellery ordered can be returned unworn within 7 days of receipt for a full refund.

Dinny Hall will not accept returns for any items that have been worn or tags removed*. Please keep all packaging materials and return goods as they were sent to you.

In the UK all jewellery must be returned by Registered Post.

For Europe and Worldwide orders please ensure your method of return is tracked and insured to the value of the goods.

We are unable to accept responsibility for the non arrival of returned goods unless sent as stated.

Refunds to you will be made within 30 days of receipt of returned items and will be credited to the original purchaser's credit card.

The delivery charges for the original order will not be refunded.

International customs duties and sales taxes are non refundable for shipments outside the European community.

Please inform us of all breakages within 48 hours of receiving the order.

We advise customers to inspect their purchase before removing tags or before disposing of original packaging.

Faulty Items will only be accepted if the goods are delivered to the customer damaged or if there is a subsequent manufacturing fault with in a period of 6 months. All items will be inspected and if deemed to be subject to fair wear and tear will not be accepted as faulty.

Where possible items may be repaired, but only where such items are deemed faulty or repairable.

We offer a repair service, where repair is possible, and also a re-gold plating service for Dinny Hall jewellery only contact: silver@dinnyhall.co.uk

*Some items are unable to be tagged.

Exchanges

Exchanges are possible if the item is available please contact: silver@dinnyhall.co.uk to arrange this.

Customer services

If you have any queries or special orders our customer service team will be happy to help you.

For Silver and 14k Gold Jewellery contact: silver@dinnyhall.co.uk

For 18K Gold and Precious Jewellery contact: sales@dinnyhall.co.uk

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For enquiries about Private Commissions, special Gemstone or limited edition pieces contact:
commissions@dinnyhall.co.uk

For Telesales contact: sales@dinnyhall.co.uk or telephone: (0044) 0207 792 3913 ext 1 to get through to our flagship store at 200 Westbourne Grove London W11 2RH.

Copyright

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