Purchasing Terms & Conditions

Pricing & Availability

We try and ensure that all of the product descriptions, prices and images are correct, however errors may occur. Each item is unique and cannot be replicated.
If we discover an error in the price of any goods which you have ordered we will inform you of this as soon as possible and give you the option of reconfirming your order at the correct price or cancelling it.
If you cancel and you have already paid for the goods, you will receive a full refund. All prices are shown in UK pounds sterling and are inclusive of VAT.

We may, from time to time, offer discounts and free delivery codes to regular customers. Please note that only one promotional code can be used at any one time.

Due to GPSR we can no longer ship to the EU and Northern Ireland.

Ordering

On making a purchase you are agreeing to the terms and conditions set out on this page.
Laura Polley makes each piece of jewellery by hand. Some small variations in size and colour may occur due to this process. If you are unhappy with any product, please contact us at laura@laurapolley.com as soon as possible. Once in receipt of goods you can return if not satisfied with the variations from website to actual item. This does not affect your statutory rights.
** Please note that Bespoke orders are non-refundable, unless faulty.

Faulty Items

If you receive an item that is faulty, please contact Laura Polley via email and we will offer you a refund, exchange or replacement, reimbursing any return postage costs incurred.

Returns

We are really sorry if you are not happy with your purchase.
If you would like to return an item please contact us and supply your name, address and order number.

- You must contact us within 7 days of receipt of the goods, via email at laura@laurapolley.com
- The cost of returned items is at the customer's expense unless otherwise agreed by Laura Polley. We recommend that you ask for proof of posting and that the package is signed for on delivery. All items returned are done so at the customer's risk.
- All exchanges and refunds will be made within 30 days of receipt of the returned item
- All items must be returned unworn and in their original packaging in the same condition within 14 days of receipt unless faulty

** Please note that Bespoke orders are non-refundable, unless faulty.

Website Terms & Conditions

These terms and conditions outline the rules and regulations for the use of Laura Polley's Website. Laura Polley is located at:

www.laurapolley.com

By accessing this website we assume you accept these terms and conditions in full. Do not continue to use Laura Polley's website if you do not accept all of the terms and conditions stated on this page.

The following terminology applies to these Terms and Conditions, Privacy Statement and Disclaimer Notice and any or all Agreements: "Client", "You" and "Your" refers to you, the person accessing this website and accepting the Company's terms and conditions. "The Company", "Ourselves", "We", "Our" and "Us", refers to our Company. "Party", "Parties", or "Us", refers to both the Client and ourselves, or either the Client or ourselves.
All terms refer to the offer, acceptance and consideration of payment necessary to undertake the process of our assistance to the Client in the most appropriate manner, whether by formal meetings of a fixed duration, or any other means, for the express purpose of meeting the Client's needs in respect of provision of the Company's stated services/products, in accordance with and subject to, prevailing law of. Any use of the above terminology or other words in the singular, plural, capitalisation and/or he/she or they, are taken as interchangeable and therefore as referring to same license unless otherwise stated, Laura Polley and/or it's licensors own the intellectual property rights for all material on Laura Polley. All intellectual property rights are reserved. You may view and/or print pages from http://www.laurapolley.com for your own personal use subject to restrictions set in these terms and conditions.
You must not:

Republish material from http://www.laurapolley.com
Sell, rent or sub-license material from http://www.laurapolley.com
Reproduce, duplicate or copy material from http://www.laurapolley.com

Redistribute content from Laura Polley (unless content is specifically made for redistribution).

If you are interested in linking to our website, you must notify us by sending an e-mail to laura@laurapolley.com. Please include your name, your organization name, contact information (such as a phone number and/or e-mail address) as well as the URL of your site, a list of any URLs from which you intend to link to our Web site, and a list of the URL(s) on our site to which you would like to link. Allow 2-3 weeks for a response.
Approved organizations may hyperlink to our Web site as follows:

By use of our corporate name; or
By use of the uniform resource locator (Web address) being linked to; or
By use of any other description of our Web site or material being linked to that makes sense within the context and format of content on the linking party's site.

No use of Laura Polley's logo or other artwork will be allowed without written permission.