

Processing time

The time I need to prepare an order for shipping varies.
For details, see individual items.

Estimated shipping times

- ❖ Australia: 5-7 business days
- ❖ United Kingdom: 2-3 business days
- ❖ North America: 5-7 business days
- ❖ Europe: 5-7 business days
- ❖ Australia, New Zealand and Oceania: 5-7 business days
- ❖ Asia Pacific: 5-7 business days
- ❖ Latin America and the Caribbean: 5-7 business days
- ❖ North Africa and the Middle East: 5-7 business days
- ❖ Sub-Saharan Africa: 5-7 business days

I'll do my best to meet or exceed these shipping estimates, but can't guarantee them.
Actual delivery time will depend on the shipping method you choose. I will notify you
when the item is shipped.

Customs and import taxes

Buyers are responsible for any customs and import taxes that may apply. I'm not responsible for
delays due to customs or your postal service!

I gladly accept returns and cancellations (except in certain circumstances) .. please see the
returns section

If there is likely to be any unforeseen delay in processing an order we will let you know as soon
as possible.

Our items will be shipped tissue wrapped and in either an organza bag, card envelope or a
velveteen bag for larger items. We post in standard bubble wrap envelopes.

We use Royal Mail domestic and international signed for services to ship our items and are
subject to their delivery timescales. We will have proof of shipping and delivery but cannot be
held responsible for any delays once in the postal system. If for any reason your order can not be
completed in full, we will refund the difference back to you by your chosen payment method.

If we cannot fulfill your order in part or at all we will notify you ASAP and promptly refund all
monies due via your original payment method. We aim to process refunds as quickly as possible
once the returned goods have been received. PLEASE NOTE We can only accept and process
refunds if goods are returned direct from the original buyer.

Not enough details on the item?

We are happy to provide as many additional details about any piece that we can before you buy
if you get in touch with us. We will usually get back to you within a working day. We want you to
be happy with your purchase but like anyone else we can get things wrong. We will seek to put
things right as promptly as we can if you get in touch with us! Your custom and satisfaction
means everything to us.

What if I want to return or exchange an item?

All we ask is the item is returned in original and unused/undamaged condition. We reserve the right to make a reasonable deduction from any refund for damage incurred after you received the items. We pack goods carefully but if in the unlikely event any damage occurs in the post please contact us immediately on discovering any issue. We photo all pieces sent along with condition. In case of non-receipt please notify us after a reasonable time (10 working days UK...12 for elsewhere) and we will trace the item.

All of our pieces are one of a kind as they are individual and handmade...so we can't exchange them for another piece the same but we can refund. We want you to be pleased ..If you are unhappy with any piece or aspect of our work please do let us know.

For returns and cancellations

Contact me within: 14 days of delivery

Ship items back within: 30 days of delivery

Request a cancellation within: 24 hours of purchase

Buyers are responsible for return shipping costs. If the item is not returned in its original condition, the buyer is responsible for any loss in value.

Because of the nature of certain items, unless they arrive damaged or defective, I can't accept returns for Custom or personalised orders

Woodland Gems UK

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