



DELIVERY AND RETURNS – ARK JEWELLERY by Kristina Smith

All pieces are handmade in the UK with most items are in stock; however, some pieces will need to be made or finished at the time of order therefore we ask you that you please be aware of our delivery times. In stock items will be dispatched within 1-2 days via Royal Mail second class signed for or 24 Special Delivery, signed for.
All jewellery is gift wrapped.

For made to order items please allow 10 – 14 days from the date of your order for silver and 4 -6 weeks for fined/gold jewellery to be dispatched.
If you require a specific delivery date please let us know via message at info@arkjourney.com

UK - £ 5.00 for second class signed for, or £ 9.00 Special Next Day Delivery

International Shipping

Royal Mail International Tracked & Signed service - £15.00 Up to 10 days once shipped. All orders are sent by a secure traceable courier and will require a signature for delivery. If you order more than one item in the same transaction to the same address; there will be no extra delivery charge.

International delivery may incur additional import/duty charges that are out of our control. These charges must be paid for by the recipient.

Lost or Late Deliveries

We cannot refund or replace lost items until 20 working days after the dispatch (30 for international deliveries) as this is when Royal Mail classes items as lost.

Please contact Kristina Smith at info@arkjourney.com

Refunds or exchanges

We are happy to refund or exchange unsuitable items within 30 days of purchase—subject to our exclusions below—provided goods are returned in a saleable condition, in their original presentation packaging.

Due to hygiene reasons earrings cannot be refunded or exchanged, unless faulty. Made to order gold jewellery is not refundable.

Please use a trackable courier when returning or exchanging your items. ARK JEWELLERY is not responsible for items that get lost or damaged in transit. Please include a note including your name with the item(s).

Once we receive your returned item, providing it is undamaged, unworn and in its original state with packaging; your account will be credited for the amount of the product or exchanged.

This process may take up to 7days from the time it is actioned as a return on the system, this is dependent on the original payment process used.

FAILED DELIVERY

- We are unable to deliver to an address not stated on the billing information. You can state your billing address and send your purchase to another recipient only if this is clearly added on the bill.
- Should the delivery fail, and the item is returned to us we will not be able to absorb the cost of postage if it was a free delivery, as well as the bank charges deducted for the transaction and the refund process.

Pricing

Prices are subject to change due to fluctuations in the precious metal market.