



DELIVERY AND RETURNS – ARK JEWELLERY by Kristina Smith

Delivery Information

Most Ark Jewellery pieces are **handmade in the UK**. While many items are held in stock and ready to send, some pieces are made or finished to order. Please check the relevant delivery times below when placing your order.

In-Stock Items

In-stock items are usually dispatched within **1–2 working days**.

All orders are sent using a **secure, signed for and traceable delivery service**, with appropriate loss or damage cover for the value of the order. Delivery will require confirmation that the order has been delivered to the recipient or their nominated delivery location.

You will receive confirmation once your order has been dispatched, together with tracking information where applicable.

If you purchase more than one item in the same transaction for delivery to the **same address**, there will be **no additional delivery charge** for the additional items.

Lost, Delayed or Misdeldivered Orders

We take great care to ensure your order reaches you safely and use traceable delivery services with appropriate cover for the value of your purchase.

If your tracking information shows that your parcel has been **lost, significantly delayed or delivered to an incorrect address**, please contact us as soon as possible.

We will investigate the delivery with the carrier and, where necessary, make a claim under the delivery service's loss or damage cover.

Please note that a carrier marking a parcel as **“delivered”** **does not necessarily conclude our investigation** if you have not received your order. We may request proof of delivery and other information from the carrier to establish where and to whom the parcel was delivered.

Where an order sent by Ark Jewellery is confirmed as lost or misdelivered before it has been received by you or a person/location authorised by you, we will arrange an appropriate **replacement or refund in accordance with your consumer rights**.

Any claim we make against the delivery provider is handled separately and does not affect your statutory rights.

Made-to-Order Jewellery

As our made-to-order pieces are individually made or finished for you, please allow:

- **Silver jewellery:** approximately 10–14 days from the date of order
- **Fine and gold jewellery:** approximately 4–6 weeks from the date of order

If an item has a different lead time, this will be stated on the individual product page.

Gift Packaging

All jewellery is beautifully **gift wrapped** and ready for gifting.

International Delivery

We are happy to send orders internationally. Please be aware that international deliveries may be subject to **customs duties, import taxes or other local charges** imposed by the destination country.

These charges are outside the control of Ark Jewellery and are **the responsibility of the recipient**. We recommend checking your country's applicable import charges before placing your order.

International delivery times may also vary depending on the destination and local customs procedures.

Need Your Order by a Particular Date?

If your order is for a birthday, wedding, anniversary or another special occasion, please contact us before ordering and we will do our best to accommodate your required date.

Email: info@arkjourney.com

Please bear in mind that made-to-order pieces require sufficient time for production before dispatch.

Returns & Exchanges

We hope you love your Ark Jewellery purchase. However, if an item is unsuitable, the following returns policy applies.

Your Right to Cancel an Online Order

For eligible items purchased online, you have the legal right to change your mind and cancel your order within **14 days of receiving your goods**.

To exercise this right, you must notify us within this 14-day period that you wish to cancel. You then have a further **14 days to return the goods**.

Please contact us at info@arkjourney.com before returning your order so that we can provide you with the correct current return address and recipient/business details.

Your statutory cancellation rights are subject to the exclusions permitted by law, including certain personalised or made-to-order products.

Our 30-Day Returns Policy

In addition to your statutory rights, Ark Jewellery offers an extended returns period.

Eligible items may be returned for a refund or exchange within **30 days of purchase**, subject to the exclusions and return conditions set out below.

Items must be returned **unworn, unused, and in a saleable condition**, with all original presentation packaging included.

Exclusions

For hygiene reasons, **earrings cannot be returned or exchanged unless faulty**, where the applicable hygiene exemption applies.

Made-to-order gold or silver jewellery is non-refundable, unless faulty or otherwise required by your statutory rights.

Returning Your Order

The cost and safe return of unwanted items are the responsibility of the customer, except where your statutory rights require otherwise.

Before sending a return, please contact us for confirmation of the **current return address and recipient/business name**. Please copy the return details exactly as provided onto your parcel or courier booking.

Due to the value of our products, all returns must be sent using a delivery service that:

- provides full end-to-end tracking;
- requires confirmation of delivery to the intended recipient;
- provides appropriate proof of delivery; and
- provides loss and damage cover for the **full retail value of the item being returned**.

Please check the level of compensation or insurance offered by your chosen delivery service before sending your parcel. Standard compensation offered by some carriers may be considerably lower than the value of your item.

Please retain your receipt, tracking number and proof of postage until your refund or exchange has been completed.

ARK JEWELLERY cannot accept responsibility under our extended 30-day returns policy for a return that is lost, damaged, misdirected or delivered to an incorrect address while being returned to us. This does not affect your statutory rights.

If a return is lost or misdelivered, the sender may need to make a claim directly with their chosen delivery provider.

Please also include a note inside the parcel stating your **name, order number and contact details** so that we can identify your return.

Refunds

Refunds will be made to the **original payment method**.

For returns made under our extended 30-day returns policy, the returned item must be received and inspected by ARK JEWELLERY. Providing the item is unworn, undamaged and in its original condition with its original presentation packaging, we will process the refund.

For cancellations made under your statutory 14-day cancellation right, refunds will be handled in accordance with your applicable consumer rights.

Please allow up to **7 days after we have received and approved a return under our extended policy** for us to process the refund. The time it takes for the funds to appear in your account will depend on your payment provider.

Your Statutory Rights

Nothing in this returns policy affects your statutory rights, including your rights in relation to faulty, damaged or incorrectly supplied goods.

Pricing

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