

Our Terms & Conditions

Important Note

The Jewellery Collection LLP, trading as Smooch will communicate with you (the customer) mainly by SMS text and/or telephone. It is vital that you inform us of any change of telephone number or address, by calling our Customer Service line on 01895 825900 or by emailing sales@smoochrings.co.uk. Our office hours are 9.00am – 4.00pm, Monday to Thursday, and 9.00am – 2.00pm on Fridays, excluding bank holidays.

Deposit Payments

Deposits are non-refundable unless orders are cancelled within the statutory limits set out below or we cannot fulfil the order. We normally require a deposit with the order, equivalent to one third of the total order value. In the event that the deposit paid at the time of ordering is less than one third, we will not commence manufacture of the rings until payments are made to bring the amount received by us up to one third. Please note that any re-modelling of an engagement ring, or supplying of a CAD image, will only commence upon receipt of a deposit of one-third of the value of the order. Any price match request must be made within 7 days of the order date.

Engagement Rings

If your engagement ring is sent to us for remodelling, cleaning, or for the purpose of shaping a wedding ring around the engagement ring, we will take great care of it while it is in our possession and will return it to you by insured Royal Mail Special Delivery. We aim to return your ring as soon as possible but under certain circumstances we may need to keep the ring for up to eight weeks. In the unlikely event of a ring being lost, we will be responsible only for the manufacture of a replacement ring and not for the retail cash equivalent or any compensation for the loss. We will send you a computer aided design (CAD) of the ring to fit around your engagement ring, but we may be unable to produce another image without a further charge being made to the customer, of between £100 and £150.

When is the final payment collected?

If you pay the deposit by credit or debit card, **the balance payment will be taken from the same card, when the rings are ready for despatch.** We aim to inform you in advance by text message or phone that we are about to take the balance payment. Unless you call us to change the card details the payment will be taken within 24 hours.

If you pay the deposit by cash or cheque we will inform you by text message or phone that your ring(s) is(are) ready for despatch and request payment of the balance. This can be by card payment over the phone, electronic bank transfer or by sending a cheque. If payment is made by cheque please allow 10 - 14 working days for delivery.

If we are unable to contact you by text or phone to collect the balance payment we will write to you. If the final balance is not paid within 60 days of you being informed that they are ready, the ring(s) will be disposed of and you will lose your deposit.

How and when will we deliver your rings?

We aim to deliver orders in 8-10 weeks from the date of order unless another date is agreed and noted on the order. If you choose to delay delivery until a specified date we will aim to despatch the ring(s) for delivery on the agreed date which must be shown on the order in the box marked 'DELIVERY month/year'.

If you have decided to pay for the ring(s) by monthly Direct Debit the ring(s) will be delivered approximately 10 – 14 working days after the final payment has been collected.

No rings will be delivered to customers unless we have received payment in full.

Your ring(s) will be delivered by Royal Mail Special Delivery, usually on Saturday morning, as most customers find this convenient. 95% of rings sent on Friday arrive on Saturday before 1.00pm. Delivery may be arranged for other days if required.

We are not responsible for delays caused by external delivery companies such as Royal Mail although we will do everything we can to ensure prompt delivery of your ring(s). We aim to inform you of the delivery date by text or phone before despatch.

What if something is wrong?

If you feel your ring(s) is(are) not as ordered due to a fault in the manufacture, or they don't fit, please let us know within 7 days of receipt. We will ask you to return the ring(s) to Smooch, PO Box 372, Northwood HA6 9GX by Royal Mail Special Delivery. We will then rectify the problem, remake, or resize the ring(s). If we are unable to rectify the problem we will reimburse you for the ring(s). You will also be entitled to request reimbursement for postal costs if we are unable to rectify the problem.

If we have to remake a ring due to your change of mind, we will credit you with two thirds of the cost of the original ring. The replacement ring will be charged for at the prevailing list price. We need to be advised of this within 7 days of delivery.

If you request a refund for a ring that has been correctly made to the specifications on the order, but do not request a replacement ring, a refund of half of the original cost of the ring will be made. We need to be advised of this within 7 days of delivery. Please note that at Smooch we do not offer any financial compensation.

The Smooch Lifetime Guarantee

We guarantee our rings for life against faulty manufacture but not for normal wear and tear. However, we will clean and re-polish or re-matt any ring we supply, free of charge (subject to £20 insurance charge) at any time in the future. We are able to size your ring up/down a maximum of 2 sizes subject to the design of the ring. We may be able to size up/down further however this would incur charges to the customer.

Rings should be returned to Smooch, PO Box 372, Northwood HA6 9GX in suitable packaging, by Royal Mail Special Delivery, with full details of your requirements and contact details enclosed. You should retain the Post Office receipt which shows the tracking number.

Please contact the Customer Service Desk on 01895 825900 if you need advice on this.

How do we look after your personal data?

We will take all reasonable steps to protect the personal information that you share with us in order to carry out the transaction, including credit or debit card details. We will not pass on your details to any third party except our appointed partners, for the purpose of setting up Direct Debit payment plans and/or taking card payments. We may use the data you provide to contact you about your order or about other Smooch products and services which may be of interest to you.

Cancellation

You have the right to cancel this order by notifying us, within seven days of signing the order, by email or letter. Letters should be sent to The Jewellery Collection LLP t/a Smooch, PO Box 372, Northwood HA6 9GX, United Kingdom. Emails should be sent to sales@smoochrings.co.uk.

In case of cancellation within seven days, your deposit will be refunded in full.

If the order is cancelled more than seven days after the order date but before despatch we will refund any monies paid less one third of the order value. Please note we may not be able to change the specification of the order after the seven day cancellation period.

If two rings are ordered and then one of them is cancelled more than seven days after the order date, we will refund any monies paid for that ring, less one third of the price of the ring. You may be asked to pay an additional sum so that we retain one third deposit on the cancelled ring.

If the wedding is cancelled after the rings have been delivered we are not able to take the rings back.

Summary

These terms are the only terms upon which we (The Jewellery Collection LLP t/a Smooch) have agreed to supply you (the customer), and by signing this form (over) you confirm that you have not entered into any agreement in reliance upon any statements whatsoever other than those confirmed in these terms and conditions. Please visit www.smoochrings.co.uk for more information about finger-fitting service, metal types, hallmarking, how Smooch works, and much more.

The Jewellery Collection LLP
Registered in England and Wales

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