



RETURNS AND REFUNDS POLICY

NOT HAPPY WITH YOUR ORDER?

We want you to be delighted and love your jewellery as much as we do. However, if you're not completely satisfied, you may return your item within 30 days from the date of receipt, provided it meets the following conditions:

Condition: The item must be unworn, undamaged, and in its original, saleable condition.

Packaging: Return the item with all original packaging, including boxes.

Proof of Purchase: Include your order confirmation or e-receipt in your returns enquiry.

Please note that hygiene-sensitive items, such as earrings cannot be returned unless they are faulty.

YOUR RIGHTS UNDER UK LAW

Under the Consumer Rights Act 2015, you are entitled to a full refund, repair, or replacement if your jewellery is faulty, misdescribed, or not fit for purpose. These rights are not affected by our policy.

EXCHANGES

We offer exchanges for items of equal or lesser value. If you wish to exchange your jewellery, please contact us within the return period to arrange the process.

HOW TO RETURN AN ITEM

Contact Us: Email - moonandstarsjewellery22@gmail.com to inform us of your intent to return.

Prepare the Item: Ensure the item is in its original condition and packaging.

Ship the Item: Send the item to the address given when you contact us. This will be at your own cost.

Confirmation: Once we receive and inspect the item, we'll notify you of the outcome and process your refund or exchange accordingly.

FAULTY OR MISDESCRIBED ITEMS

If your item is faulty or not as described, please contact us immediately. We will arrange for a full refund, repair, or replacement as per your preference.

OUR COMMITMENT TO YOU

We are committed to providing high-quality jewellery and exceptional customer service. If you have any questions or concerns about our returns policy, please don't hesitate to contact us.

*Disclaimer - not all products will look exactly the same as they are all individually handmade; they can also look different on different screens and computers with different lighting.