



Terms and Conditions

Product Information

Each piece of jewellery bought from our website is handmade in the UK and made to order. Depending on the item please allow 1-3 weeks until your jewellery is being dispatched.

Sonja uses precious metals and non-precious materials in her collections.

All items of silver jewellery weighing over 7.78 grams will be hallmarked by the London Assay Office as sterling silver. Items that are too lightweight to require hallmarking by the Assay Office are not hallmarked and are legally sold as silver.

Ring orders: to ensure you order the correct sized ring we recommend you visit a reputable jewellers to be sized. Or, alternatively, visit us in our workshop to be measured.

Payment

We accept payment by PayPal and bank transfer.

All jewellery pieces purchased from Sonja's collections are to be paid in full prior to despatch.

For commissioned work a deposit of 50% is required at the start of manufacturing with the balance paid prior to posting an item.

Postage and Delivery

Your jewellery will arrive packaged in a lovely jewellery box hand-tied with a ribbon. All items are sent by Royal Mail Signed for 1st Class to UK addresses free of charge. For special delivery requests the cost of postage and packaging is £6 for UK mainland. For overseas delivery please get in touch for a quotation. Any damaged work must be notified of within 48 hours.

Returns and Exchanges

Items purchased from Sonja's collections can be exchanged or returned for a full refund. Return postage will not be refunded. In order to receive a full refund or exchange the item needs to be returned in perfect condition, unworn and with the original packaging within 7 days of receipt. The customer is responsible for the full payment and return of the item(s) by Special Delivery.

Commissioned pieces and personalised jewellery cannot be returned, refunded or exchanged.

For any further information please do not hesitate to contact Sonja at info@sonjabessant.com