

Refund and Returns Policy

St. Jullitta, Luxulyan, Bodmin. Cornwall. PL30 5ED

Tel: 01726 852142

Email: info@bondthejewellers.co.uk

Website: <https://www.bondthejewellers.co.uk/>

Company Registration: 04482069

ICO Registration: **ZB863388**.

We sincerely hope that you are pleased with your recent purchase from us. However, if for any reason you wish to return an item, we encourage you to review our comprehensive Returns Policy, which outlines the necessary steps for return eligibility, timelines, and details of the refund process.

Returns Timeline: 30 Days

To initiate a return, please ensure that you do so within 30 days of the purchase date indicated on your receipt. Unfortunately, items that are returned after this 30-day window will not be eligible for a full refund, credit note, or exchange.

Eligibility Criteria for Returns:

To be eligible for a return, the item must remain unused and in the original condition in which it was received. Additionally, it must be packaged in its original packaging.

Non-Returnable Items:

Certain items cannot be returned, including:

- Gift cards
- Some health and personal care products – Earrings

Bonds the Jewellers Online – Refund and Returns Policy

How to Process Your Return:

To facilitate your return, you must provide a receipt or proof of purchase. Please refrain from sending your return directly back to the manufacturer. **See the Returns Form below.**

You will be responsible for paying for your own shipping costs for returning your item, and shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on your location, the time it takes for your exchanged product to reach you may vary. For more expensive returns, consider using a trackable shipping service or purchasing shipping insurance, as we cannot guarantee that we will receive your returned item.

Conditions for Partial Refunds:

In some cases, you may receive a partial refund. This applies to:

- Books that have evident signs of use
- Any item that is not in its original condition, has been damaged or is missing parts due to reasons that are not attributable to our error no refund will be provided.
- Items returned more than 30 days after delivery

Refund Procedure:

Once we have received and assessed your returned item, we will send you an email regarding the status of your refund request. If your refund is approved, it will be processed promptly, and a credit will automatically be applied to your credit card or the original mode of payment within a specific timeframe.

Handling Delayed or Missing Refunds:

If you find that your refund has not yet appeared, please follow these steps for resolution:

1. Double-check your bank account.
2. Reach out to your credit card company, as it may take time for your refund to be officially reflected in your account.
3. Contact your bank to inquire about any potential processing delays associated with your refund.

If you've completed all these steps and still do not have your refund, please reach out to us at info@bondthejewellers.co.uk.

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Sale Items:

Please be aware that only items sold at regular prices are eligible for refunds. Unfortunately, items purchased on sale cannot be returned for a refund.

Exchanging Items:

We only facilitate exchanges for items that are defective or damaged. If you would like to exchange an item for the same product, please email us at info@bondsthejewellers.co.uk and send the item to the following address:

Bonds the Jewellers Online Ltd.
St. Julitta
Luxulyan
Bodmin
Cornwall
PL30 5ED

Gift:

If your item was designated as a gift at the time of purchase and was sent directly to you, you will receive a gift credit equivalent to the return value of your item. Upon our receipt of the returned product, a gift certificate will be dispatched to you. Conversely, if the item was not marked as a gift when it was purchased, or if the gift giver opted for it to be shipped to themselves, a refund will be processed for the gift giver, who will be notified about the return.

Shipping Returns:

To return your product, send it to the address below:

Bonds the Jewellers Online Ltd.
St. Julitta
Luxulyan
Bodmin
Cornwall
PL30 5ED

Please note that you will be responsible for the shipping costs associated with returning your item, and these costs are non-refundable. In the event you receive a refund, the return shipping cost will be deducted from your total refund amount.

Depending on your location, the time it takes for your exchanged product to reach you may vary. For high-value returns, we recommend using a traceable shipping service or investing in shipping insurance, as we cannot guarantee the receipt of your returned item.

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Your Order Details	
Name:	Address:

Quantity	Size	Description	Reason(s)	Reason for Return Code
				<ol style="list-style-type: none">1. Too Big2. Too Small3. Item Defect4. Broken5. Wrong Colour6. Other.....

Note: Proof of purchase will need to be provided for us to process your returned item(s).

Need Further Assistance?

If you have any questions related to refunds and returns, please don't hesitate to reach out to us at info@bondsthejewellers.co.uk. We are here to help!

Bond the Jewellers Online Ltd may change this policy from time to time. This may be necessary, if the law changes, or if we change our business in a way that affects your refunds and returns. This Refund and Returns Policy was last updated on 18th February 2025

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