



BESPOKE T&CS

ANNE-MICHELLE JEWELLERY



Anne-Michelle Jewellery Ltd

Company Registration No.17231956.

Registered office Wilkins & Co Accountants, 25A Market Square, Bicester, Oxfordshire OX266AD

Bespoke Jewellery Agreement & Terms

Thank you for commissioning this bespoke ring. Each piece is made to order and created specifically for you, with careful sourcing and considered craftsmanship at every stage.

Anne-Michelle Jewellery Ltd is registered in England and Wales, company number 17231956. Registered office: Wilkins & Co Accountants, 25A Market Square, Bicester, Oxfordshire, OX26 6AD. Contact: info@anne-michelle.co.uk

Pricing

All prices are quoted in Pounds Sterling (GBP), including UK Hallmarking and VAT where applicable. Prices are valid for 5 days unless otherwise agreed in writing due to the fluctuating prices of precious metals, gemstones, and diamonds.

Payment Shcedule

Payment in full is required to secure materials and commence production of your bespoke commission. Work begins once cleared funds are received.

Your total commission price incorporates design fees, which are non-refundable once payment is made. In the unlikely event that we are unable to complete or deliver your commission, we will refund your payment in full, less the design fees.

International Payment

Payment should be made by bank transfer in GBP, net of any bank or conversion charges. Production timelines begin once cleared funds are received.

Your Cancellation Rights

Because each piece is made to your specification, your commission is exempt from the 14-day cooling-off right under the Consumer Contracts Regulations 2013 (reg. 28(1)(b)) once production has begun. This does not affect your right to a piece of satisfactory quality, fit for purpose, and as described—see Warranty & Aftercare.



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Design Approval

Final design CAD renders will be shared for written approval prior to manufacture. Once approved, the piece will be made to the agreed specification. Any changes requested after approval may affect timelines and incur additional costs.

Design Ownership

All bespoke designs created by us, including sketches, drawings and preliminary concepts, remain our intellectual property. Your commission covers the time, expertise and craftsmanship required to create your piece, rather than exclusive rights to the design itself. We may revisit, adapt or reinterpret design elements in future commissions.

Production & Lead-Time

Production is typically 6-8 weeks from design sign-off and cleared funds, though a prolonged design phase or circumstances outside our reasonable control (e.g. supplier delays, courier disruption) can extend this. We will keep you informed throughout.

Collection & Delivery

The completed ring will be available for collection in The Cotswolds by prior appointment, or by insured shipping if required (customs/import charges outside the UK are the client's responsibility). Risk passes to you on collection or delivery; we insure the piece while in our possession and in transit. Please inspect your piece promptly and let us know within 7 days of any concerns.

Gemstone Characteristics & Care

Gemstones are natural materials, and almost all contain some degree of natural inclusion, colour variation or growth characteristic. These naturally occurring characteristics are not a manufacturing fault. Different gemstones vary in hardness, brittleness and sensitivity to knocks, pressure, heat and cleaning methods. Damage, chipping, cracking or loss of a gemstone that is not due to a manufacturing, is not covered by the warranty below. We are happy to quote for repair or replacement.



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Warranty & Aftercare

Your ring is covered by a 12-month workmanship warranty from collection or delivery, covering faults in the setting, mount or manufacture - not normal wear and tear, accidental damage, third-party alterations, or gemstone damage as above.

This is in addition to your statutory rights under the Consumer Rights Act 2015. If your piece is faulty, not as described or not fit for purpose, you may be entitled to a repair, replacement, price reduction or refund.

Periodic inspection is recommended, ideally every 12 months.

Liability

Nothing here excludes or limits our liability for death or personal injury from our negligence, fraud, or anything that cannot lawfully be excluded, including your statutory rights. Subject to this, our liability is limited to the price paid, excluding indirect or consequential loss.

Data Protection

We use your personal information only to fulfil your commission and communicate with you, in line with UK data protection law, and do not share it with third parties except where necessary (e.g. hallmarking, shipping).

Complaints

Please contact info@anne-michelle.co.uk with any concerns so we can put things right.

Governing Law

This agreement is governed by the laws of England and Wales, with exclusive jurisdiction to their courts.

If you have any questions at all, please do not hesitate to contact info@anne-michelle.co.uk



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