

Terms and conditions

Each piece of jewellery has been lovingly handcrafted! Very occasionally faults do occur. In the unlikely event that you are unhappy in any way with our products or service, please contact us immediately and we will attempt to put things right or arrange for a return. See Returns Policy below.

Please be aware that whilst we take great care to accurately describe each piece, many items are hand made from natural materials, their colour may vary slightly from that shown, each piece really is unique.

It is essential that jewellery is protected from perfume, hairspray, deodorant and any other chemicals which may harm the finish of beads, metal plating, semi precious stones and other findings used.

When you make a purchase you will automatically receive an electronic confirmation stating your order number. You will receive notification of dispatch usually within 1-2 working days of your order being processed.

Upon dispatch by the Post Office your parcel is fully insured during delivery.

CANCELLATION POLICY - once you have placed your order, should you change your mind for any reason, please advise us immediately that you wish to cancel the order and a full refund will be issued.

All prices shown are exclusive of VAT (@ 17.5%).

All prices are displayed in (GBP) pounds sterling. Your credit card company will make the charge in your local currency at that day's exchange rate. We are not responsible for any other charges.

If the items you have ordered are unsuitable you must inform us within 7 days of receipt. Email our customer service department on info@mojojewellery.com detailing your order number and the item you wish to return and we will issue you with a Returns Number.

Items returned outside these guidelines will only be subject to credit. A refund will not be possible if the item/items arrive damaged as a result of the original packaging not being used, in these cases the item/s will be returned to you. Our decision is final.

In compliance with current Health & Hygiene regulations we are unable to accept the return of earrings. Your statutory rights are not affected.

IF YOUR GOODS ARE FAULTY – very regrettably and occasionally this does happen. We will do all we can to ensure the matter is dealt with quickly and efficiently. Upon receipt of faulty items we will exchange or credit in accordance with your wishes, and refund your postage.

Your first two orders are on a strictly pro forma basis.

Our minimum order is £150.00 before vat.

Your jewellery is handmade to order and will be delivered within approximately 21 days .

Mojo Jewellery act in accordance with the Data Protection Act of 1984 and 1998. We will never disclose your details to third parties.

Trademarks and Copyright

The name Mojo Jewellery and the logo are registered trade marks. Any attempt to use or replicate this brand/logo in any way whatsoever and will result in legal proceedings.

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