

TERMS AND CONDITIONS FOR CASTING COMPANY CUSTOMERS (BUSINESS TO BUSINESS)

1. ORDERS

1.1 Purchase of products

When you order a product from our website you are offering to buy it at the price stated, subject to these terms. We will take all reasonable care to ensure that all details, descriptions and prices of products appearing on the website are correct at the time the information is entered onto the system.

We reserve the right to refuse an order. Non-acceptance of an order may, for example, result from one of the following:

- The product ordered being unavailable from stock
- Our inability to obtain authorisation of payment
- The identification of an error within the product information, including price or promotion

1.2 Prices

Prices displayed on the website are shown in GBP and can be converted using our currency button. Prices are subject to change at any time. Deliveries will be charged in addition to the price of the products where stated. For very precious items, we may ask you to pay an extra fee, to cover the specific shipping cost.

We may charge you an additional fee for custom ring sizes, depending on the size and changes required. We will confirm the cost for each item with you before purchase.

1.3 Delivery address

We cannot be held responsible for an incorrect address being entered by our customers while ordering on our website. If you complete your order and then notice that the address details are incorrect, please contact us immediately via our Facebook business page (as this will get the quickest response) or our online messaging system through the website. Emails cannot be guaranteed to reach us due to security restrictions on our mailing system.

1.4 Order acceptance and cancellation

Your receipt of an electronic or other form of order confirmation does not signify our acceptance of your order, nor does it constitute confirmation of our offer to sell. We reserve the right at any time after receipt of your order to accept, decline, or limit your order for any reason, whether or not your credit card has been charged. If your credit card has been charged and your order is cancelled, you will receive a refund for items cancelled.

Once an order has been placed, it can only be cancelled if it has not been dispatched. Any custom orders placed cannot be cancelled if they are already in production. If an order is not custom made and has not been dispatched, we will do our best to accommodate a request to cancel.

2. PAYMENT

2.1 Payment options

Casting Company UK accepts the following payment options:

- Credit or Debit card payments
- PayPal

2.2. Custom duties

You may also be liable for any customs and import duty, product restrictions and other local requirements. These charges must be paid by the recipient of the parcel. Customs policies vary widely from country to country. Therefore we suggest that you check the requirements in your country before placing an order. We will not be liable for any custom or import duties that may occur within the destination country.

Our minimum order value for international delivery is £150.00 (GBP) with the exception of USA.

3. CHANGES IN PRODUCTS AND PRICING

We are constantly updating and revising our offerings of products, and we may discontinue products at any time without notice. All pricing for our products is subject to change. For all of our prices and products, we reserve the right to make adjustments due to changing market conditions, currency fluctuations, product discontinuation, manufacturer price changes, errors in advertisements, and other extenuating circumstances.

4. MANUFACTURING AND SHIPPING POLICY

We aim to process your order within 48 hours of it being placed Monday to Friday. Orders placed late on Friday and over the weekend will be dispatched at the next available opportunity. Please allow approximately 6 weeks for bespoke and custom orders to be manufactured.

Please note that once the parcel has been dispatched we will issue you a tracking number which will allow you to view your parcels progress toward its final destination at any time.

Casting Company UK only ships orders Monday to Friday, during office hours, and does not operate on public holidays.

Once an order has been registered, payment accepted and order shipped, it is then in the postal services care. We are not liable for any errors made by these services but will do our best to chase and claim compensation if an order goes missing.

Any guarantees or representations made as to delivery times are subject to any delays resulting from postal delays or force majeure for which we will not be responsible. Our 24hr and 48hr Tracked Service is an 'aimed for' service by Royal Mail and not a guaranteed service.

Once you have received your parcel, please open it with care and check it thoroughly for any faults. (Casting Company UK is not liable for any items damaged during the opening of your parcel)

5. RETURN & EXCHANGE POLICY

5.1 Return policy

We want all of our customers to be happy with purchases made with Casting Company UK. However, if you receive any products that you are unhappy with, you may contact us within 7 working days of receiving it and we will do our best to resolve any issues.

We **DO NOT** accept returns unless the item is faulty. In the case of a faulty item we will offer a full refund or replacement. **The item must be returned to us within 90 days from date of purchase.** The refund will be for the amount you paid for the product and does not include any delivery costs unless it's a single item purchase.

Faulty products returned must be unused and unworn. We shall have no obligation to accept any return that we receive after the expiration of the applicable return period (90 days after receipt of your parcel). Please ensure when returning the parcel that the products are properly protected.

Please ensure that your items are thoroughly checked by yourself when you receive them. Once you have sold them on to your own customers you become responsible for your own returns policy and will legally need to adhere to the Sale of Goods Act and the Distance Selling Act for UK businesses.

5.2 Exchange policy

If you wish to exchange a regular product, this can be done if we have the item in stock. The item must be returned to us in its original condition and within 7 days of purchase. Please ensure that the item is packaged appropriately for protection.

You are responsible for postage costs of returning the item. We recommend using a courier company to return items, as we are not liable for any items lost in transit.

Gold, custom and bespoke items **CANNOT** be exchanged.

Casting Company UK

Registered VAT number: 407490890