

Eminence

www.total-eminence.co.uk

Terms & Conditions

By purchasing a product from us you are agreeing to the following terms & conditions.
These do not affect your statutory rights.

1. General
2. Payment
3. Engraving
4. Sublimation Printing
5. Postage
6. Refunds & Returns
7. Gift Certificates & Discount Coupons

1.	General
i.	By "us" or "we" we refer to the company of Eminence
ii.	By "you" or "your" we refer to the buyer named either in our checkout process or via independent communication.
iii.	All our silver items bear the "925" silver stamp. Additionally items over the legal hallmark weight bear a hallmark granted by a registered assay office as is required by law.
iv.	All our listings provide accurate weights and measurements and contain genuine pictures of any item listed. The pictures are intended to show a fair representation of what the item looks like although proportions should be taken as a guide only. For sizes you should refer to the measurements on the listing or alternatively contact us for more details.
v.	All items listed may vary slightly on occasion due to the nature of the products being sold. Although we endeavour to update pictures as soon as a supplier makes a change this is not always possible.
vi.	If we run out of an item you have ordered we will inform you immediately of the problem and give you an expected date of arrival. We may offer you an alternative similar product*, give you a refund or ask you to wait until the expected arrival date. *There may be an additional charge for this product.
vii.	All correspondence must be made via our website or email address, sales@total-eminence.co.uk. We will not be held responsible for us not receiving correspondence made through alternative providers such as eBay, PayPal, etc because the reliability of these services is out of our control.
viii.	Due to time limitations, all correspondence regarding confirmation of engraving or personalisation details will be ignored unless an amendment has been made to your original order. If there are any problems with the order we will contact you prior to dispatch.
2.	Payment
i.	By clicking "Buy it Now", completing the checkout process or us providing you with an invoice or an e-invoice, you are agreeing to pay the complete cost of your order in full and accept that no refund is available for any reason except those covered in section 5.
ii.	The acceptable payment methods are PayPal, accepted debit/credit cards (via PayPal), personal cheque (with the number, expiry date & maximum value of a valid cheque guarantee card written on the back), e-cheque, or cash on collection. We do not accept cash sent through the post.
iii.	If no payment or no communication regarding payment is made within seven working days of a purchase then we reserve the right to escalate this to an eBay dispute or to cancel the order. A cheque will need to have been received but not necessarily have cleared in this time.
iv.	You agree that no engraving will be done, nor will any item be posted to you before a complete payment is received and has been cleared any payment process.
v.	Any charges incurred to us by mis-payments, i.e. bounced cheques, etc, will be forwarded onto you before an order will be processed.
vi.	All online purchases must be made via our secure online checkout.
3.	Engraving
i.	No engraving will be done until full payment is received and has cleared any payment processes.
ii.	All information regarding engraving will be collected during the checkout process.
iii.	If in the checkout you do not select the option for engraving and no information is included, we will assume no engraving is required and dispatch the item/s as is.
iv.	If after 15 working days of you informing us of what you would like engraving, but haven't informed us of what engraving style you would like it engraved in, then we shall use our best judgement on which style we think suits and then post the item.
v.	We do not guarantee a requested engraving will fit onto any item. Maximum character limits on listings are meant only as a guide as each engraving is unique.
vi.	If a requested engraving is not possible on an item we will contact you via either eBay or the email address you supplied during the checkout process to suggest alternative engravings, or alternative products which could suit the engraving you have requested. If we do not hear back from this suggestion within 15 working days the item will either be sent plain, or with an engraving that suits our best judgement.
vii.	By describing an item as having "Free Unlimited Engraving" we are saying that we do not hold any limits to the engraving you can have on the item. There is however a limit to how much can be physically engraved onto each item and these limits are described in each listing.
viii.	The only characters we can engrave are those of the western alphabet.
ix.	The classic bold engraving style contains only capital letters.
4.	Sublimation Printing

i.	No printing will be done until full payment is received and has cleared any payment processes.
ii.	All information regarding printing will be collected during the checkout process.
iii.	If in the checkout you do not select the option for personalisation and no information is included, we will assume no personalisation is required and dispatch the item/s as is.
iv.	We do not guarantee the taste of any personalisation of an image will suit yours. If you do not include an accurate description of what you would like, our designers will use their best judgement to design an image.
v.	If there are any problems with what you have requested we will contact you via either eBay or the email address you supplied during the checkout process to suggest alternative engravings, or alternative products which could suit the engraving you have requested. If we do not hear back from this suggestion within 15 working days the item will either be sent plain, or with an engraving that suits our best judgement.
vi.	You agree that you own the rights to use any image/s that you supply to us for use in printing or designing. We are not responsible for any trademarks or copyright infringements caused from images you supply to us.
vii.	You agree for us to use any image you submit to us to be used for the design and printing of the product as you specify.
viii.	Colours should be treated as a guide only, due to the difference in how colours can appear on different monitors the print colour may differ slightly.
ix.	A proportion of the money made from charity products will go to the named charity, currently 10% through eBay and 15% through our website, although this is subject to change.
5.	Posting
i.	No items will be dispatched until full payment has been received and has cleared any payment procedures.
ii.	Unless a specific request is made or postal insurance is purchased all items being shipped to the UK will be posted by Royal Mail Franked 1 st Class Recorded Delivery.
iii.	Unless a specific request is made or postal insurance is purchased all items being shipped outside of the UK will be posted by Royal Mail Franked International Signed For.
iv.	We will aim to post an item within three working days or a completed order (including all engraving or personalisation details) being made and paid for, however this is not always possible. We guarantee we will post an item within 28 days of a completed order (including all engraving or personalisation details) being made and paid for. If there are no problems or disputes on an item and we have not posted it after 28 working days we will post the item as soon as possible or offer a full refund.
v.	If postage is upgraded or insurance purchased then full payment for this will be required before we can dispatch the item.
vi.	We do not guarantee the delivery times of any of the companies we use. Any guarantees made are made by the delivery companies themselves.
vii.	All responsibility for delivery lies with the postal companies we use. If postage insurance is not purchased we are not liable for any costs incurred or for the replacement of any goods lost or damaged in the post.
viii.	Any items that are returned to us because our delivery agents could not deliver the item for any reason will not be sent out again until a further payment for the postage is received. If we receive an item that could not be delivered by our delivery agents we will inform you straight away of this and any costs associated with this.
6.	Refunds & Returns
i.	All returns or errors must be reported to us within 15 working days of your receipt of the item.
ii.	Before returning an item you should contact us by email at sales@total-eminence.co.uk explaining the problem and we will notify you if you should return the item and if you are eligible for a refund.
iii.	We may offer alternative solutions, such as getting an item repaired locally by an approved jeweller. If we do this we will either arrange for them to charge us directly for their services or you should get a receipt for the repair which should be posted to us via recorded post and we will then credit you with the cost of the repair. We will notify you of which method will be used before you have an item repaired.
iv.	Returns should be returned to us via a recorded delivery method and should include all original items and packaging (unless we inform you otherwise) or they will not be accepted.
v.	Engraved and personalised items are only eligible for refunds if the item is found to be not as we have described or if the engraving/personalisation can be proven to differ from what was requested (and isn't covered by sections 3.ii. 3. ii or 3.v.). This is in accordance with the distance selling regulations.
vi.	A cooling off period of seven days is allowed for all purchases of non-engraved or personalised items. After this we will only accept refunds if the item is found to be not as described. This is in accordance with the distance selling regulations.
vii.	It is at our discretion to credit postage costs for returns. If we deem you eligible for a credit we will only credit a maximum postage of Royal Mail 1 st Class Recorded, receipts may be requested.
viii.	If a returned item is not received or delivery cannot be proven then no refund will be given.
ix.	We may ask you to evidence any damage to items. This is often to access the level of damage and help decide the best method to rectify the situation.
7.	Gift Certificates & Discount Coupons
i.	All offers are subject to availability.
ii.	All offers can be withdrawn at any time without notice.
iii.	Returning customer discount is only eligible for orders over £15.00.
iv.	Offers can only be redeemed via our website.