

Terms and Conditions

Section 1 - Business Name and Address

Bluebell Design Studio
3 Thistle Court
Crossgates
KY4 8AF

Section 2 - Payment for Courses

Full payment is required 1 week prior to the course commencing. You can book and pay for your courses via the website. We use Paypal to process payments but you do not need to have a Paypal account as long as you have a credit or debit card. We also accept payment via BACS and payment by card where your card details are taken over the telephone. Please note we do not retain any of your financial information.

Section 3 - Cancellation of Courses

You may cancel a course up to 10 days prior to the date of the course and will receive a full refund minus a £5 administration fee. If you wish to cancel the course after that time a refund will not be made, but the amount paid may be used as a balance for a course you take at a later date (at the discretion of Bluebell Design Studio). This balance is redeemable within 3 months of the date of the cancelled course.

If a course has to be cancelled by Bluebell Design Studio, full refunds will be given.

Section 4 - Payment for Goods and Services

Payment for all goods and services must be made at the time of purchase either via our online shop or by phone. No goods will be shipped prior to payment being cleared.

Section 5 - Returns Policy

Obviously we would like you to be delighted with your purchases. However if, for any reason other than the return of faulty or damaged goods (see Section 6 below), you would like to return an item, please adhere to the following procedure to ensure a swift refund:

- Notify us within 14 calendar days following receipt of goods, either by email to info@bluebelldesignstudio.co.uk or in writing at the business address detailed in section 1, informing us that you would like to return the item.
- Return the goods by Royal Mail Special Delivery or First Class Signed For within 14 days following cancellation. Goods returned to us must be complete, unused and in a resaleable condition.

If we receive notification of your wish to return within 14 days following receipt of goods, we will refund the full purchase price plus initial outbound delivery costs (in line with our recommended delivery methods detailed in Section 9). Unfortunately, we are unable to offer a refund if notified more than 14 days after receipt of goods, unless the goods are faulty or damaged (see Section 6).

We are unable to process refunds until the goods are returned to our business premise address detailed in Section 1, or evidence of return is provided. All refunds will be processed within 14 days of return of goods or proof of return (whichever is earlier). The consumer is responsible for the full costs of return delivery.

Please note our Returns Policy does not apply to Bespoke Jewellery. All items of Bespoke Jewellery are non-refundable.

This Returns Policy is consistent with your rights under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

Section 6 - Return of Faulty or Damaged Products

In the unlikely event of you receiving a faulty or damaged product, please email us at info@bluebelldesignstudio.co.uk. We will ask to return the goods to us and arrange a replacement or refund depending on your requirements. All reasonable postage costs incurred by you will be refunded.

Section 7 - Customer Data

Please be aware that we do not pass any customer data to third parties. Customer data will be kept by Bluebell Design Studio for internal business purposes. We may also from time to time send out marketing information via email pertaining to Bluebell Design Studio products or services that we think may be of interest to you. If you do not wish to be included in this marketing information please email us at info@bluebelldesignstudio.co.uk.

Section 8 - Bespoke Jewellery

Commissioning a bespoke piece of jewellery is a collaborative process. When a design has been agreed upon, you will be required to pay 25% of the agreed cost prior to commencing the production of the piece. Once the piece is fulfilled according to the brief, the full remaining balance will be payable before the piece can be delivered.

Section 9 - Gift Vouchers

Unfortunately Gift Vouchers can only be redeemed in full. If used for the purchase of goods below the voucher value, no part refund can be given.

Every Gift Voucher issued will have an expiry date which is usually 6 months from the date of purchase. It will not be redeemable out-with that period. If you know that you will not be able to redeem the voucher within 6 months, please contact us to discuss an extension.

Section 9 - Shipping

Every effort will be made to dispatch your order if payment is made and received before 1pm on the day of purchase. However this is not guaranteed as extraneous circumstances may make this impossible.

All our products are shipped via Royal Mail. For goods under £50 total value we recommend Signed For First Class service. For goods over £50 we recommend Royal Mail Special Delivery. Bluebell Design Studio will not be held liable for the loss in transit of goods shipped via a method we have not recommended for the value of your package. Our shipping charges are detailed at checkout, priced according to weight and reflect Royal Mail's own charges. Since not all of our items are held in stock and/or are handmade to order, please allow up to 15 working days for delivery. Delivery of Bespoke Jewellery items will be by agreement.

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