

# Help/ Customer Service

Please see below for further information about the following:

- Online shopping and product
- Find your ring size
- Shipping and delivery
- Returns Policy
- Online shopping terms and conditions

## Online shopping and product

- How do I order online?
- What kind of jewellery are you selling online?
- Do you have any other kinds of jewellery in-store?
- Can I change/cancel my order?
- Can I send a gift to someone and add a gift message?
- How do I know what ring size I am?
- How long are your chains for the pendant?
- What do I do if the product I wasn't is no longer available online?
- If there is a problem with my order who do I contact?

### How do I order online?

1. Go to the "shop online" link at the bottom right hand side of our homepage
2. Choose your design by clicking on the image
3. If you have finished shopping then click "process to checkout"
4. Include your name and telephone details (mobile number preferably); Use the "comment" section to include your ring size, let us know if is a gift etc.
5. Choose your payment method
6. Please write down your customer reference number and keep for your records
7. Once you have paid for the item, and it is approved by Paypal or our bank - we will dispatch the goods as soon possible!

### What kind of jewellery are you selling online?

We will only be selling our Belle Collection designs (925 Sterling Silver), Sterling Silver Triplet Opals and Sterling Silver Solid Opals online. All of our jewellery is genuine 925 Sterling Silver and comes with the "925" stamp.

### Do you have any other kinds of jewellery in-store?

Yes, we have a vast range of precious gemstones available at our stores, including diamonds, pearls, opals and precious coloured gemstones such as emeralds, rubies and sapphires to name a few. Currently we have two stores, please see the "contact us" page for more details.

### Can I change/cancel my order?

Yes, you may change your order as many times as you like before processing to checkout. Once you have confirmed your details, payment method and have paid for your item you will no longer be allowed to change your order prior to delivery. Please note that any orders that have not been fully paid into our PayPal or our bank account (via direct deposit) within 7 days will be cancelled.

Can I send a gift to someone and add a gift message?

Yes, but you must advise us in the “text box” section that it is a gift and advise us of the delivery address and any message you would like to include (500 character limit).

Please include details such as:

**This is a gift**

**To:**

**From:**

**Message:**

A letter from Reverie will be sent to the recipient with the details you included in the comment section.

How do I know what ring size I am?

Please click (insert link to “find your ring size page”) about how to find your ring size.

How long are your chains for the pendant?

Our chains are approximately 16 or 18 inches.

What do I do if the product I want is no longer available online?

Email us at [enquiries@reveriejewellery.com.au](mailto:enquiries@reveriejewellery.com.au) and include the code of the product that is located beside the image of the item. We can let you know if the item is available from one of our stores.

If there is a problem with my order who do I contact?

Please email or call us, see contact details for more information.

## *Shipping and delivery*

- How much will shipping and handling cost?
- International duties and taxes
- If there is a problem with my order who do I contact?
- How long will it take my order to arrive?

How much will shipping and handling cost?

All shipping and handling costs can be seen once you process through to the checkout if you live in Australia, New Zealand, UK, USA or Canada. Please contact us directly by email if you are ordering from a country other than the countries listed.

International duties and taxes

The customer will need to pay any international duties or taxes for certain countries e.g. US (over \$1000 us dollars) Please check/confirm with your local customs office.

If there is a problem with my order who do I contact?

Please email or call us, see contact details for more information.

How long will it take my order to arrive?

Orders sent to Australian addresses should receive their order within 7 working days from the sent date – as described in your email once the order has been shipped. International customers should allow at least 8-10 working days to receive their order.

Payment and security

- What payment methods do you accept online?
- What credit cards do you accept?
- How secure is my personal information?
- What currency do you use?

What payment methods do you accept online?

We accept direct deposit into our bank account or PayPal.

What credit cards do you accept?

At present we do not accept credit card orders online.

How secure is my personal information?

We will not distribute your private information to any third parties. Please contact your bank for security regarding direct deposit and read the PayPal security policy for more details.

What currency do you use?

All prices are listed in Australian dollars (\$AUD)

## Returns Policy

Any item purchased online for return or exchange **must be in original condition that is, unworn, undamaged and have the original tags still attached**. Due to hygiene reasons we **cannot** accept exchange or refund for earrings.

For all returns, please contact Reverie Jewellery as soon as possible:

- Australian Customers: 21 day period to notify us of exchange/refund
- International customers: 28 day period to notify us of exchange/refund

You may contact us at [enquiries@reveriejewellery.com.au](mailto:enquiries@reveriejewellery.com.au) if you wish to return an order. Instructions on how to return orders will be sent you via your email address or to your delivery address. We will endeavour to reply to your request as soon as possible. Otherwise, please contact us by telephone. Exchanges/refunds **after** the exchange/refund period will be at the discretion of Reverie Jewellery.

Please also include in your email:

- Your name

- Contact number
- Delivery address
- Email address
- Whether it is an exchange or refund
- Reason for exchange or refund

Please also refer to the following sections:

- Returns for refund
- Returns for exchange
- International orders

#### Returns for refund:

Refunds will only be accepted if goods are:

- Faulty prior to delivery
- That vary from their description on the website

All faulty jewellery must be sent back/brought back to a Reverie store. Any returned goods will be sent back at the owner's risk. Costs must be covered by the customer and we do not accept any responsibility for any lost or damaged goods in transit. We will confirm by email once we receive the goods. Please note that some items may be subject to inspection by a jeweller to determine that it is **in original condition that is, unworn, undamaged and have the original tags still attached**. Faulty goods if determined by a jeweller will be repaired or replaced free of charge or subject to a full refund (this option will be at the discretion of Reverie Jewellery).

#### Returns for exchange

Jewellery can only be exchanged for a different size or colour of the original item purchased. Please contact us by email to be advised of the sizes and colour available in the original design. The item must be sent back. Please note that some items may be subject to inspection by a jeweller to determine that it is **in original condition that is, unworn, undamaged and have the original tags still attached**. All postage costs must be covered by the customer. If we no longer have the same item in stock, Reverie Jewellery will issue a credit note instead which will be valid for 12 months (excluding shipping and/or delivery costs).

#### International orders

For international customers you have a 28 day period in which to exchange or refund. Refunds are subject to the same terms and conditions as listed above. All postage costs must be covered by the customer. Exchange is available in a different size or colour of the original item and only if it is not available, Reverie Jewellery will be happy to email other design options for you or issue a credit option instead which will be valid for 12 months (excluding shipping and/or delivery costs).

# Online Shopping

## Terms & Conditions

- In checking “Terms and Conditions” on the last step of the shopping online process you accept, agree to and understand the terms and conditions as listed in our Help/Customer service section. This includes:
  - Online shopping and products
  - Shipping and delivery
  - Our Returns Policy
- Reverie Jewellery will package the goods safely and securely and guarantee that all orders are in good condition upon leaving the store.
- We do not accept any responsibility for any delays in delivery
- All shipping costs to return items for exchange/refund to us will be at the cost of the customer
- Any refunds given will exclude any shipping and delivery fees