

DELIVERY

We aim to carefully create and dispatch your order within 3 working days, excluding during peak gifting season

All orders are dispatched via Royal Mail and we offer a Royal Mail 24 delivery service completely FREE OF CHARGE on all standard deliveries within the UK. Royal Mails delivery time guide is 24 hours from dispatch but is not guaranteed on orders dispatched after 4pm and delays can occur during peak gifting times.

Should you wish to upgrade your delivery for £2.95, our Tracked 24 services offer the ability to Track your order once it has been dispatched, you will receive a text and/or email confirming your anticipated delivery slot and have the ability to request a new delivery date if this is not suitable. **Our Tracked 24 service has no reflection on our current turnaround timeframes and is not a fast track or express delivery service.**

Next Day Delivery is charged at £9.95 and will fast track your order (if ordered by 1.30pm Monday-Friday) to be completed and dispatched the same day with a Next Working Day Delivery. This option is only available to UK residents and is subject to availability as may be removed at any point during office closures, holidays or peak gifting seasons

International Postage is charged at £3.45 as Standard or £8.55 Signed For with Royal Mail's International tracked and Signed For service. The carrier outside the UK will depend on the destination country and we provide a follow on link from Royal Mails tracking page. This service does has no reflection on our turnaround and is not a fast track delivery service.

Customs Charges may now be applied upon delivery, dependent on the value of the items. The buyer is responsible for paying the additional costs such as duties, taxes, and customs clearance fees.

Delivery times vary dependent on the destination country but generally is up to 7 working days within Europe and 10-14 working days worldwide. Please see www.royalmail.co.uk for further details.

RETURNS POLICY

We offer a refund or exchange within 14 days of purchase on all un-personalised items, as long as it is in its original packaging and condition. As personalised items are created especially for you we are unable to accept returns or refunds on these items unfortunately. If a personalised item is faulty upon arrival we would be just as disappointed as you and will rectify any issues immediately.

We cannot accept refunds or exchanges on earrings for hygiene reasons.

HOW DO I RETURN GOODS?

Please let us know that you are returning your order by email to info@sjcreate.co.uk

Please include the following information within your package:

- 1 Your order number
- 2 Ordering customer name, if different to your own
- 3 Email and telephone contact details

Please make sure you obtain a proof of posting certificate for your own peace of mind.

Address for returns:

Returns Department, SJ Create, 775 Anlaby Road, Hull HU4 6DJ

We will refund you upon receipt via the original payment method minus a postage fee of £3.96. We offer free postage as standard however if an item is returned due to not being suitable or no longer required we unfortunately need to deduct this from your refund amount to cover our costs.