

Terms and Conditions

1. Fire Faerie Designs™ is the trading name of Michelle Reece, 21 Davidson Road, Norwich, Norfolk. NR7 0XN michelle@firefaeriedesigns.co.uk
2. Delivery of goods shall be within 30 days from order, except personalised/commissioned works. Delivery of these goods will be with agreement of the customer.
3. I offer a 14 day cancellation policy (from delivery) if you've changed your mind for non commissioned items. Earrings are exempt from this due to health protection or hygiene reasons. Reimbursement shall be within 14 days of receipt of returned goods. Please send by recorded delivery for guaranteed refund. Postage costs to be met by customer.
4. I offer a right to cancel policy for commissioned items. You may cancel up to the point of payment. I reserve the right to sell unpaid for commissioned items. Personalised items are exempt from this.
5. I offer a 12 month guarantee on workmanship. Should your piece of jewellery or photographic product develop a manufacturing fault please email me and I'll organise to repair your item. I shall refund your postage through PayPal. I reserve the right to determine the cause of damage. Misuse will not be refunded.
6. I send jewellery (within UK) by recorded first class. If you require special next day delivery please email me before purchasing. Courier delivery is available on request, please email me prior to making your purchase. I will email you the tracking code at the same time as notifying you of despatch.
7. I accept PayPal, easiest way to pay! I don't ship anything until full payment has been received into my PayPal account, so please don't ask. All prices are UK based, I can't be held liable for taxes/fees incurred by importing into your country. There's too many countries to research each and every one, sorry! You can cancel up to dispatch, I'll send an email confirming dispatch.
8. All time periods quoted in this guidance will be extended to the next working day if they end on a Saturday, Sunday or Bank Holiday. This includes all cancellation periods and the time limits for returning goods, providing refunds, etc.
9. Michelle Reece is an insured AIR member. Please email for full details.