

## DELIVERY & RETURNS

We appreciate that our clients are not always based in the UK. ECW will treat each online order as well as any international bespoke project with the same level of client care and attention as what you would expect from our London studio.

We will do everything in our power to ensure your peace of mind throughout the bespoke process, involving you through every step of the creation, either by phone, email or zoom.

### SHIPPING:

- UK: We use Royal Mail Special Delivery Guaranteed next day by 1pm. This is a tracked, insured, next day delivery service.
- INTERNATIONAL: We offer shipping to most international destinations with our secure, insured carrier. We will contact you separately via email to arrange this. Do contact us if you have any questions regarding shipping and please note duty and taxes that may be due in the country of destination are responsibility of the client.

We are happy to provide quotations for a courier service if you are based in London or you are welcome to collect in person from our workshop in Hatton Garden.

All deliveries require a signature, so please make sure that there will be somebody at the address you provide to receive the parcel.

### RETURNS:

Whilst we hope that you will love your Emma Clarkson Webb piece of jewellery, we are able to return or exchange items 28 days from the purchase date and so long as they are unworn, undamaged and in a good condition. The shipping charges are non-refundable.

### SPECIAL and BESPOKE ORDERS:

Please do get in touch with us at [emma@ecwebb.com](mailto:emma@ecwebb.com) should you wish to personalise the piece of jewellery that you order from us. Whether this be an engraving, secret message, or change of stone. Each piece is handcrafted, so alterations in design are very welcome. We will help guide you through the customisation process and advise you on what is possible.

As special orders or bespoke items are generally unique pieces, delivery times may vary. Depending on the item, please allow 6 to 12 weeks for handcrafting. All items requested for special orders or bespoke pieces are non-returnable and non-refundable.

For special orders or for items in need of sizing please contact us on [emma@ecwebb.com](mailto:emma@ecwebb.com) – Monday to Friday 9am – 5pm.