Terms and Conditions

All items displayed on this website are examples of the products we have for sale. As each item is hand made, and made to order, there will be variations to each piece. Each piece is unique.

We hope that, when you receive the item, you are 100% satisfied with your purchase. If there is anything that is not to your liking, please contact us immediately and we will do what we can to rectify the problem.

Returns and Refunds

If, in the highly unlikely event you are not satisfied with your purchase, and you need to return an item, please contact me at lyn@savannahsilver.co.uk

You will be asked to return the item within 30 days of purchase, unused and in its original packaging to the address provided in the email. Unless the item is faulty you will be responsible for the cost of the return. You will be responsible for ensuring its safe carriage. You will be asked to provide proof of postage, along with a reference number given by the carriage provider used (such as Royal Mail, DHL etc).

If you wear a piece of jewellery, and lose it, you are welcome to contact me to request a replacement. There may be times when a replacement cannot be made, and I ask that you are aware of this. Please note that you will be charged for the replacement.

Refunds will be issued once the item has been received by Savannah Silver and will be paid back to the account from which the original purchase was made.

Timescales

Any orders made will be posted within 2 - 3 days of order. However, there may be times when the designer is not able to fulfil the order. If this is the case, the purchaser will be contacted, and the delay will be discussed.

Any items not Hallmarked, that the purchaser wishes to be Hallmarked, will incur an extra cost, and there will be a delay in post as it will need to be sent via the Assay Office in Birmingham. Please expect a two-week delay before your item is ready to be posted to you.

Hallmarking

All items over 7.8grams in weight are Hallmarked in accordance with the laws in England. Hallmarking may be requested for items less than this weight, but there is an additional charge and this will be discussed with the purchaser.

And Finally

At present, we only sell to the UK market. This may change in the future, so please keep an eye on our website, or contact us by email for further information.