

LOGAN THE JEWELLERS

Terms of Sale: Bespoke & Custom Jewellery

By asking us to proceed with your jewellery order, you hereby accept the following terms and enter into a binding contract with Logan The Jewellers Ltd of 38 Alloway Street, Ayr, KA7 1SH:

General

All jewellery designs are the property of Logan The Jewellers Ltd and must not be replicated or distributed without permission. Where a CAD charge has been paid, this is to cover the cost of our design services and does transfer ownership of the design itself.

Your jewellery might be photographed or videoed to share on our website and social media accounts. Prices and personal information will not be shared. If you don't want your jewellery to be shared publicly, please email us to opt out. It may still be shown privately to customers as an example of our work.

Please check your design and order specifications carefully, especially sizes. The order cannot be amended once we proceed to manufacturing.

Pricing

The price quoted for your jewellery is based on the applicable metal and gemstone prices on the date of the quote. This price will be fixed at the point of order and will not change.

Payment

To proceed with your order, we require an initial payment equivalent to 50% of the total cost, less any payments you have already made for CAD designs or stone sourcing. The balance is payable on collection. We might agree to accept a lower initial payment or split this over several instalments.

Timescale

Our standard turnaround for bespoke and custom jewellery is approximately six weeks from the date we receive your initial payment. Closures, public holidays and busy periods will extend this timescale. If you require completion by a specific date, please inform us of this before making your initial payment so we can confirm if the timescale is achievable. Additional charges will apply if express services are required to meet this deadline.

Please bear in mind that creating a piece of bespoke or custom jewellery relies on the use of several third-party services such as casting, stone sourcing, hallmarking and Royal Mail. Delays can occur, and unfortunately these are outside of our control. While we will try our best to complete your item within the agreed timescale, it is not possible to guarantee this due to the unpredictable nature of creating bespoke/custom jewellery versus buying a ready-made item 'off the shelf'. In the case of wedding rings, please be sure to order in plenty of time to avoid disappointment.

If you have asked us to match existing gemstones using our stone sourcing service, the six weeks will begin once suitable stones have been chosen. Stone-matching can be a lengthy process and manufacturing of your jewellery cannot begin until the stones are in our possession.

Cancellation

In accordance with the Consumer Rights Act, bespoke and custom jewellery cannot be cancelled, returned or exchanged. This includes diamonds or gemstones which have been sourced to your specification. All payments made for CAD designs, stone sourcing services and towards bespoke/custom jewellery items are therefore non-refundable. Please ensure you are certain about your order before instructing us to proceed.

There is a very small window after placing your order when we might be able to stop production of your bespoke/custom jewellery and transfer the amount you have paid onto one of our gift cards (providing materials haven't been ordered and the manufacturing process hasn't begun). Cash refunds will not be offered, and we reserve the right to deduct charges we have incurred prior to (or as a result of) the cancellation. These charges might include (but are not limited to): the cost of time spent producing CAD designs, the cost of printing resin prototypes, the cost of time spent unsetting gemstones, supplier restocking charges for gemstones, and/or postage. Once materials have been ordered or the manufacturing of your item has begun, cancellation will result in your entire initial payment being forfeited and no gift card will be offered. This can occur within 24 hours of your payment being received, or occasionally same day. We therefore recommend that you do not instruct us to proceed until you are certain about your order.

If you cancel a remodelling order, any gemstones that you have supplied will be returned to you, along with your scrap metal where available. We cannot return metal that has already been sent to the refinery. Your original jewellery is likely to have had the gemstones unset to measure for CAD, and the mount will be broken into scrap shortly after your instruction to proceed with manufacturing. Therefore in the event of cancellation, it is very unlikely that we can return your jewellery intact, if at all. We accept no responsibility for the cost of repairing or replacing jewellery under these circumstances, and resetting stones will be chargeable. Please do not instruct us to proceed with the remodelling process unless you are certain about doing so.

Engraving

If you have provided engraving instructions, please ensure these are correct. We will engrave exactly what is provided (including any spelling errors!). Please contact us urgently if you notice an error or need to change your engraving instructions, as completed engraving cannot be amended. It might be possible for us to polish out the incorrect engraving, but this will also remove the hallmark and will damage the rhodium finish on white metals. This makes correcting engraving errors very expensive, as there will be charges for polishing, refinishing and hallmarking in addition to any new engraving. These costs will be added to the final invoice for the item.

Gemstones

Gemstones supplied by us are fully guaranteed and will be replaced free of charge if they are damaged during the setting process.

If you have supplied your own gemstones to use in the design, we will inspect them to determine whether they are suitable for setting into the new design. However, we cannot guarantee the integrity of gemstones we have not supplied, as they can often have hidden faults – especially if they are being reused from existing jewellery. When subjected to the heat and pressure of the setting process, these hidden faults can cause a stone to crack, chip or shatter. This is due to the inherently fragile nature of gemstones and is outside of our control. Use of customer-supplied stones is therefore at your own risk. It is not possible to cancel a bespoke or custom mount order in the event of stone failure, and the cost of a replacement stone will remain your responsibility. However if your stone does fail during the manufacturing process, we will be happy to source a suitable replacement at trade price with no additional charges.

Sizing

Rings will be made to the size shown on your order specification. If we have taken this measurement, we will make a note of which finger it was for. If you have supplied your own finger size, we recommend visiting us to check this before ordering. The same applies to measurements for bespoke/custom bracelets, bangles, chains, necklaces, or any other item which is size-specific. We cannot accept responsibility for incorrect sizes supplied to us.

Your finger size can fluctuate daily due to changes in weight, water retention, health or even the weather. As there will be several weeks between order and collection, your ring might not fit perfectly on the day you collect it, despite being made to the agreed size. If this happens, we are happy to offer one minor size adjustment free of charge for most designs. If the fluctuation might be temporary (for example if your hands are particularly hot or cold that day), we would recommend delaying the adjustment until you are sure it is required, as subsequent alterations would be chargeable. If your ring requires major alterations (for example if your finger has changed by several sizes, or you decide to change the finger you will wear the item on), charges will apply to cover the cost of additional metal and/or goldsmithing required.

There will be a limit to the amount of resizing possible for your ring without compromising the setting, and some designs are not suitable for resizing. Examples of this include full eternity styles, and some wedding bands which feature dual layers, textured finishes and/or detailed designs. Changing the size of these styles is extremely difficult and might even require the entire ring to be remade. We are therefore unable to offer free adjustments for these styles. Please bear this in mind when choosing your ring design, especially if you know that your fingers tend to fluctuate in size or plan to make changes to your weight. We would be happy to recommend a design which is more suited to size alterations.

Aftercare

We recommend that jewellery is brought back to us for cleaning and inspection once a year. If your item uses white gold or platinum, the rhodium plated finish will gradually wear over time and will need to be renewed. The amount of time the plating lasts depends on a number of factors, such as how often the item is worn and what treatment it is subjected to. Bespoke and custom jewellery made by us will receive a 50% discount on the cost of routine cleaning and rhodium plating services. Please remind us that we made your jewellery when you book the item in. You won't need your receipt.

Jewellery is delicate and easily damaged. It should be treated carefully and should not be worn while sleeping, bathing, swimming, washing dishes, gardening, carrying out DIY or similar tasks. It should not be exposed to harsh chemicals including cleaning products, cosmetics, hair products and perfumes. This extends to all jewellery, including wedding rings. If you don't follow these instructions, you will shorten the lifespan of your jewellery.

While we make our jewellery to the highest standard, precious metals are easily scratched, bent or dented. This is especially true of the claws used to hold a stone, which are made of wire thinner than a paperclip and can be bent with surprisingly little pressure. Simply catching a claw on clothing or a towel could cause it to become loose, bent, or snap completely. If your item has claw settings, you should check the setting regularly and take particular care when dressing and using towels. If you feel like your claws are snagging, please stop wearing the item and bring it in for inspection as soon as possible. It is much cheaper to fix a loose claw than to replace a lost diamond! Care must also be taken with gemstones, as they are very fragile. Even diamonds can be chipped or cracked if they're dropped or hit against a hard surface, softer stones such as emeralds and sapphires are easily scratched, and pearls can be irreversibly damaged by chemicals in a matter of seconds. This is why it is so important to insure your item against accidental damage. We recommend specialist jewellery insurance from TH March. Please ask for a leaflet.

Guarantee

Our jewellery is made to the highest standard, and it should last decades with the proper care and maintenance. However, no matter how well jewellery is made, it is still very easily damaged. Precious metals are easily scratched, bent or dented, and gemstones can scratch, chip or crack (yes, even diamonds!). We really can't stress this enough – the moment your jewellery leaves our premises, it becomes your responsibility. Please treat it carefully and follow the aftercare instructions above. We cannot be held responsible for damage caused to your jewellery after it leaves our care. We recommend that you insure it immediately against any mishaps, preferably with a specialist jewellery insurer such as TH March.

That being said, we do of course guarantee the quality of our work. Bespoke and custom items are covered by the same protections as 'off the shelf' goods under the Consumer Rights Act. This means that when you purchase jewellery from us, we guarantee that it will be fit for purpose, as described and of satisfactory quality. When you collect your jewellery, we'll ask you to inspect it and confirm that is the case before making your final payment. If you're unhappy with your item in any way, we will do our best to rectify the issue as quickly as we can, and before the final payment is taken. By asking you to inspect your item before you leave, we can also be sure that the item left our premises in perfect condition (for example undamaged, with all stones present and intact). For this reason, we ask that you collect your jewellery in person rather than sending someone to collect on your behalf.

If you discover a fault after leaving the premises (for example a claw appears to be catching, or a stone seems loose), please stop wearing the item immediately and return it to us for inspection. As long as the fault originated from a manufacturing issue (and not damage or misuse) and is brought to our attention within a reasonable timescale, we'll happily repair it quickly and without charge. However, this guarantee does only extend to genuine manufacturing faults. For example it would cover porous marks, rough areas of metal, loose settings, cracked solder or stiff trigger clasps. But it wouldn't cover items that have been scratched or dented, claws that have been bent, chains that have been snapped, stones that have been damaged etc. No jeweller would guarantee their items against such things, which is why a good insurance policy is so important. If you do damage your item, please be honest with us! We'll do our best to repair it at a reasonable cost or help you with your insurance claim. However if we suspect a 'manufacturing fault' was actually caused by you damaging or mistreating the item and you claim otherwise, it is our policy to submit the item for an independent inspection and refer your claim to Trading Standards for the protection of both parties. If the inspection finds in our favour, we reserve the right to recover costs.