

Terms

Here at sapphire brands we aim to provide quality goods whilst at the same time offering a great service.

We take communication very seriously and we respond to emails between 9:00am-5.00pm the same working day. Email is the most efficient and quickest means of contacting us.

However our full contact details are:

Sapphire Brands Ltd

Unit 2 Clover Park

Cloverfield

Hinckley

Leicestershire

LE10 1YD

Tel: 01455 618898

Email: sales@sapphirebrands.co.uk

Our Picklecombe house online shop is dedicated to providing quality Products.

Orders are shipped to our customers using a courier or royal mail for smaller orders, tracking numbers can be provided and all orders are insured.

The prices of the products are clearly marked within the website, these prices include any taxes e.g. VAT.

We accept payments via PayPal, credit, debit cards and cheque. All cheques to be made out to sapphire brands ltd. Cheques need to be cleared in the bank (usually 3-7 working days) before the goods can be sent, once it has cleared orders will be send out ASAP.

All UK orders over £40.00 will be shipped free of charge, orders under £40.00 will be charged at £3.95 for delivery, we aim to get orders to the customer within 48 hours from receiving payment. We only ship within UK mainland only.

Orders up to 12:00pm Monday – Friday will be dispatched the same day. All orders after 12:00pm will be dispatched the next working day. Saturday, Sunday and bank holiday orders will be dispatched the next working day.

Please note that all orders require a signature on delivery, we can deliver to your work address. Deliveries will only be made Monday to Friday 9:00am to 5:00pm. Please ensure somebody is in to sign for the parcel if the delivery is going to your home address. Once the goods have left us we are unable to change the delivery address. A charge will be made to change any delivery address once the goods have left us.

Contract information:

Your order is accepted and a contract is formed between Sapphire Brands Ltd and yourself when we dispatch the goods you have ordered and not before. A contract is not formed at the point in time that payment has been taken from you by Sapphire Brands Ltd, nor at the

point in time that you receive an email from us acknowledging receipt of your order. Until the goods are despatched the order may not be accepted by Sapphire brands Ltd or may be cancelled by yourself.

Returns Policy

We will do everything possible to ensure that your order arrives with you in good condition. If the however you are not completely satisfied then please notify us within 7 days of receipt of the goods and return the product in its original packaging with a copy of your original order and covering letter explaining your concerns. We will then refund you in full; this is in accordance with the distance selling regulations UK. This does not affect your statutory rights. You can cancel your order at any at any time after placing the order and up to 7 days after receiving the goods. Goods returned to us by post must be sent via a signed for delivery. We cannot accept any responsibility any responsibility for goods returned to us that are lost during transit. We also will not be held liable for damages caused as a result of atmospheric conditions while the goods are in transit e.g. melted chocolate or sticky liquorice due to hot weather.