

F.P. Turners

Terms and Conditions

The terms and conditions for use of F.P. Turners are detailed below and should be read carefully. We may vary these terms from time to time and therefore you should check them before you make a purchase.

ONLINE SHOPPING

We have taken care in presenting the products on our website as accurately as possible. The images you see will depend on your monitors display and colour capabilities. We are therefore unable to guarantee that the product images you see are an accurate representation of the actual merchandise. Before you place an order you should read the following:-

Customers have the right to cancel orders within 7 working days.

Delivery and Returns Policy – these pages form part of these terms and conditions and contain important information about your order.

Validation Checks

All credit, debit and charge card holders are subject to validation checks and authorisation by the card issuer. If the issuer of your payment card refuses to authorise payment to us, we will not be responsible for any delay or non-delivery.

In addition, in the interests of preventing fraudulent use of credit, debit and charge cards, F.P. Turners will validate names, addresses and other information supplied during the process; against commercially available records e.g. electoral roll data, credit reference agencies. By ordering from the website, you consent to such checks being made. We may need to contact you by letter, telephone, or email to verify details before we are able to process and dispatch your order.

All information provided will be treated in accordance with the Data Protection Act 1998. These measures are taken as extra protection for you, to ensure your online shopping experience with us is as safe and secure as possible.

Pricing

Our pricing policy reflects the value of products and our services. Watches are sold at the manufacturers recommended retail price, unless otherwise stated through special offers. Our pricing of gold and diamond products reflects the fair value of the quality of the raw materials and workmanship and reflects the volatile gold and silver prices which change day to day. Prices may be subject to change due to this fact.

Delivery Options

Customers' orders will be dispatched within 48 hours of the order being received, availability permitting. Special orders may take up to 10 days to be received.

All orders will be sent out by Royal Mail Special Delivery at a cost of £10.00 for post and packaging. Items over 2kg will be charged at £22.65 post and packaging.

Alternatively, customers can come in to the store to pick up their order; free of charge.

Returns Policy

At F.P. Turners, we want you to be delighted every time you shop with us. Occasionally though, we understand that you may wish to return items.

Items can be returned direct to F.P. Turners within 30 days. The 30 day return policy is **ONLY** valid for purchases online. If you make a purchase in our store, the returns policy is 14 days. Please include your receipt in the event of a return. This does not affect your statutory rights.

Could customers please note that we do not provide cash/credit card refunds on our products. However, we do offer to exchange or replace any item or customers can have a credit note to the value of the purchase which can be spent at any time. F.P. Turners cannot accept returns of earrings due to hygiene reasons and this does not affect your statutory rights.

For your benefit and security in the event of a return, we recommend that you send your goods back to F.P. Turners by Royal Mail Special Delivery. This will ensure proof of delivery and insurance of the goods whilst they are in transit. Alternatively, purchases can be returned to our store.