

Clare Hillerby jewellery Buying Guide

Due to the nature of the work being handmade the work will vary a little each time it is made so please use the images as a guide and feel free to discuss your preferences.

The papers used are original and so cannot be repeated, adding to their uniqueness. I can email scans of available papers on request with your provisional order for you to choose from, or use the images on the website to get an idea of what you like, let me know, then leave me to it! Feel free to change colour schemes to suit you, I can send a stamp colour chart to help you choose. Beads are semi-precious and depend on availability, although I have chosen those which should be available. Please be aware that colours can vary due to the nature of the materials, the photography and how they appear on your screen.

Occasionally items on the website may be available to send straight away, collages are usually available unless in an exhibition, but you can place your order through the gallery they are in, prices may vary in this case, please email or call for details. All jewellery except from items in the Specials page are made in limited editions and can be ordered from.

Feel free to call (Mon-Sat, 9-6pm GMT) or email if you have any queries or would like to order. I will acknowledge your order as soon as possible. Once the details of the order have been confirmed by both parties, it cannot be cancelled.

Payment

All work is marked in Pounds Sterling (GBP). Clare Hillerby remains the owner of the work until payment is received in full. Payment can be made with a UK cheque, made payable to 'Clare Hillerby' and sent to the studio address on the Contact page. Payment is preferred by PayPal. You do not need a PayPal account in order to complete this transaction, just let me know this is how you would like to pay and I will send an invoice through my account to your email address. This way means your banking details kept are confidential and your payment is protected by PayPal, and also it is much quicker and easier to use. You can find more details at www.paypal.com. Payment is due on invoicing once the order has been confirmed by both parties. The work will only be sent once payment has cleared.

Delivery

Pieces made to order will generally take between 4 to 8 weeks to complete from order confirmation. If you need something for a specific date, even if it is short notice, please ask as I may be able to do it straight away, although payment will still be needed before posting to you.

Work being sent to a U.K. address will be posted by Royal Mail Special delivery, which insures jewellery to the value of the work, guarantees next day delivery and will need to be signed for so I will email to confirm a convenient time and address for this. The equivalent insured postage will be used for the Rest of the World.

Postage must be paid for along with the order payment and will be included in the final invoice. For single items or small parcels up to the value of £300, £6 is charged for delivery within the U.K., then £8 thereafter. International Airsure or the equivalent will be used for Europe, USA and the Rest of the World and will cost £8 for Europe, and £9 for U.S.A., and £12 for the R.O.W. Prices exclude duties and taxes which are the responsibility of the customer.

Packing

Everything is individually gift wrapped and boxed ready to give as a gift or as a gift for you.

Damage or loss

I will do my best to ensure work is parcelled and posted correctly but in the event something is damaged or lost in post I will endeavour to replace the goods as soon as possible. Please notify me of any damage or if the items have not arrived on the arranged day, within 7 days. If they are damaged I will make a claim on your behalf so please keep all work and paperwork together, I may need you to return the parcel to me, but will refund any costs you incur if you send it with a valid receipt.

Refunds

Although I try my best to discuss the order fully with the customer before making the work, in the event you are not satisfied with your purchase I can swap items to the same value, unless the item(s) have been tailor made for you to the point they are different to the work I generally make. (Swapping colours, metalwork elements and specifying postcards should not be a problem for me to re-sell them).

The work should be returned unworn and in a re-saleable condition in the packaging it arrived in within 7 days. Please send it special delivery, or the equivalent if overseas, and please send a quick email or call to let me know your intentions. Please send the work to the studio address on the Contact page of the website and retain your receipt of postage in case of any problems with delivery. Any cost, loss or damage occurring in the return is the responsibility of the customer. If the swapped item(s) are less than the paid amount I will issue a gift voucher to the amount the customer is due, or refund if under £10. If the item is more, the customer will be invoiced for the due amount. The work will be posted once this payment is received in full, postage will be added to this invoice as above.

Faulty items

If an item is faulty, please return it in adequate packaging via Special delivery, or as posted to you within 7 days and I will repair and return it as a priority and refund your postal expenses if you include a valid receipt.

After care

To look after your purchased work I would recommend the following. Clean oxidised items gently with warm water and a soft, old toothbrush, a little household cleaner can be used if necessary. White items should be immersed in silver dip for a few seconds, rinsed thoroughly and patted dry gently. White areas on items which are a mix of black and white should be cleaned with a silver cloth and/or old toothbrush and water. Papers are generally covered with perspex to help protect it from deterioration. If liquid does get inside please take off the item and leave to dry naturally, to avoid scratching keep the piece in the box it was supplied in or in plenty of tissue paper when not worn. These items are not air tight.

With all items, avoid contact with perfume, hair products and washing up detergents, etc as they destroy the finish of jewellery. Items should be stored away from direct sunlight in their own box.

Although oxidising is the optimum tarnished state a silver piece can be it can fade over time and with a lot of use, most items can be refreshed if you let me know and arrange a time to post back to me at your cost, via Special delivery or the equivalent. I will do it as soon as I am able and return it to you at my cost, in the same way. I am happy to help with further enquiries and refresh items for a small charge. Please email or call with any queries.

Collages

All collages are one-off and mounted onto ice white mounting board, unframed and only signed on request.

They come in two sizes; small (ranging from 9-15cm high x 11-19cm wide) £85 each; and medium (ranging from 16-27cm high x 20-25cm wide) £105 each, plus postage as follows, based on one collage per parcel:

Within the UK via special delivery (next day/signed for) is £8.00

To Europe via Airsure (insured/takes 2 - 4 days) is £14.00

To the USA via Airsure (insured/takes 2 - 4 days) is £16.00

Please add £2 for each additional collage ordered.

The collages illustrated are usually available but occasionally they will be in an exhibition so please email or call to check their availability. If they are in my possession I can post them as soon as payment has been received.

Gift vouchers

Coming soon! Please call or email you enquiries in the meantime.

Final terms and conditions

Clare Hillerby reserves the right to review and change her prices at any time. Every care has been made to make sure the details on the website are correct and fair.

Any details you supply will be strictly confidential and we do not supply the mailing list information to any third parties.

I hope you are, or will be, happy with your purchases!

Clare
