

Sale conditions for crea-tiff bijoux online shopping.

Prices

All prices are in Swiss francs (CHF).

Payment

- To order you need a credit card or a Paypal account. Rest assured, crea-tiff will never give any information to third parties.
- The secured payment is available for Visa, MasterCard, American Express credit cards or through a Paypal account.
- Once your order is confirmed, you will receive a validation email.

Order Processing

Orders will be processed within 5 working days. Please note that during the summer months of July and August a delay of 15 working days (maximum) might be necessary.

Shipping

- All items are posted by Swiss Post. Your signature will be demanded upon receipt of the goods.
- A set rate of CHF 15.- is charged for shipping and handling for a total cart payment of up to CHF 249.- . CHF 30.- will be charged for a cart costing CHF 250.- to CHF 499.-, CHF 45.- for a cart costing CHF 500.- to CHF 749.- etc.
- For orders in Switzerland and Europe, please allow 3 to 8 working days for delivery from the moment your order has been processed and sent. For countries outside of Europe, please allow up to 14 working days for delivery.

Goods

- Each piece comes individually gift wrapped.
- Each item is unique and corresponds to the photo taken as shown on the website.
- There is only one example of each piece of jewellery, so please check your ring size carefully by measuring the inner diameter of your favourite ring and comparing it to the crea-tiff rings on sale.
- Please remember that the colours of the jewellery displayed on the website may slightly differ from the colours of the actual jewellery as computers and cameras cannot always portray the correct colour. Please carefully read each product description to avoid confusions. Do not hesitate to ask questions by email.
- As the jewellery is handmade it is relatively fragile, please take special care when putting on or removing clothing and whilst washing your hands.
- If the item you want has sold out already, please do not hesitate to contact crea-tiff by email for a bespoke order.
- All wire used is hypoallergenic. As with all costume jewellery, the wire will "weather" slightly and may even change colour. This is normal. If you wish, crea-tiff can clean and restring your jewellery with new wire, prices upon request.

Garantee

- Jewellery is guaranteed for the first month (after the date of purchase) against defaults that may arise during use (breakage notably). After this time, any breakage or damage will be considered as wear and tear and is no longer guaranteed. If you wish, jewellery can be repaired, price upon request.

Returns

- Please do not send any returns without contacting crea-tiff first.
- Reclaims must be made within two weeks of the date of reception of goods.
- Return the product(s) to us in perfect condition (unused and in their original packaging) to receive your money back or an item in exchange of the equivalent value if you so wish.

- Please note that the delivery charge on the original order is non-refundable.
- Goods are returned at your own cost.
- We will write to you to confirm when your exchange or refund has been processed (please allow 2 to 3 weeks depending on your initial payment method).
- Please note that returned goods that have not been received will only be dealt with if you supply proof of posting!

Applicable Law / Jurisdiction

These terms and conditions shall be construed under the laws of Switzerland, exclusive of its choice of laws provisions. All users and customers of this site hereby agree to be subject to the exclusive jurisdiction of the appropriate Swiss courts in the event of a dispute arising from these sales conditions or from the use of this site.

Taxes and Customs Duties

Each consumer is responsible for his or her own obligations of sales taxes, import taxes, customs duties and other fees and taxes as may be applicable in his or her jurisdiction. Customers are required to provide truthful information regarding their purchases and applicable tax obligations.

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