

PURCHASE & SHIPPING TERMS

Thank you for shopping with Everjewels. We trust that you have enjoyed your shopping experience with us and we look forward to offering you new and exciting products in the future.

We would like you to read our Purchase & Shipping Terms carefully to ensure that you are fully aware of your rights when purchasing products via our Everjewels website.

Your order signifies your agreement to be bound by these Purchase & Shipping Terms, which constitute the agreement between Bamba Zonke Pty Ltd ABN.511 217 21097 trading as Everjewels (**we, us, our, or Everjewels**) and you.

PURCHASES

You must provide complete and accurate details at the time of making your purchase. You may be required to provide additional details upon our request to ensure the accuracy of your order.

You must enter the correct delivery address and delivery instructions at the time of placing your order. If you enter an incorrect address, Everjewels is not obliged to re-send the order to the correct address at our own expense. If you submit your order and then realise that you have entered an incorrect delivery address or delivery instructions, please email us immediately.

PURCHASE PRICE

All prices quoted on the Website or pursuant to your enquiry with us are in Australian Dollars (AUD) and include GST. Costs relating to international orders will be calculated via our integrated currency converter. The actual international currency conversion that you are charged via your bank may vary.

We reserve the right to vary the prices displayed on the Website from time to time and without notice to you.

Our prices include transport, but not insurance or any secondary attempts to deliver Products to you.

PAYMENT

Everjewels accepts payment via the secure Paypal and Square payment gateways. Therefore, you may pay via Paypal or Visa, Mastercard, American Express and Diners Club only.

After you make payment for your order, you will receive a transaction confirmation email, which confirms receipt of your order.

In the event that Everjewels does not receive cleared funds after 5 days of you submitting your order, we will send you an email to the email address nominated in your order.

SECURITY

We recognize that protection and safety of information relating to your credit card is very important. Therefore, we provide you with a very safe and stress-free online shopping experience.

Via the payment gateway provider, we use Secure Sockets Layer (**SSL**) technology to transmit your personal and credit card details. This means absolute security and privacy. SSL is a sophisticated method of scrambling data as it travels from your computer to our website servers.

We do not store your credit card details at any time so consumer confidence and satisfaction is assured at all times.

PROCESSING OF ORDERS

We process purchases on business days, which are Monday to Friday and exclude public holidays in New South Wales. If you purchase any of the Products on a non-business day, we will process the purchase on the next business day.

We will provide you with a tracking number once we have shipped your order to you.

SHIPPING

Within Australia

Shipping will be via Platinum Express, part of the Australia Post network. Each Platinum Express parcel is trackable online (coverage may be limited in rural Australian areas) and requires a signature on delivery. Each parcel is insured to the value of \$5000.

We cannot dispatch Platinum Express parcels to a PO Box, as signature on delivery is required.

While Platinum Express is usually next day delivery, we cannot guarantee delivery times taking into account the fact that each order is made bespoke. However, you should receive your delivery as follows:

- within 3 to 4 weeks for jewellery items; and
- within 2 to 3 business days for Everjewels gift certificates.

Depending on the item you've ordered, we are often able to produce jewellery more quickly than the times stated above. Please email us at Everjewels@optusnet.com.au to check regarding the product you're interested in.

International

We ship to many international destinations. However, if for any reason that your country is unable to be shipped to, then we reserve our right to cancel your order. If you wish for delivery to occur in a country outside of Australia, we recommend that you contact us prior to submitting your order with us.

Shipping will be via DHL Express for items valued at AUD350 or more, or with Australia Post (tracked service) for items valued at less.

We cannot guarantee delivery times but most DHL Express items take between 2-3 days in transit, depending on your location. Australia Post items take 2-7 business days depending on your location. Depending on your item ordered, and your location, you should receive your jewellery between 3-4 weeks from placing your order. If you have not received your ordered items within this timeframe, please email us your full name and order number and we will investigate on your behalf.

International customers may be required to pay sales tax, duty and/or customs charges.

All taxes and customs charges will be your responsibility and are not included in the cost of the order or shipping charge. Taxes and customs charges vary depending on the Country and State of your shipping address. We suggest contacting your local customs office if you are unsure of the applicable taxes and customs fees that may be relevant to you. Everjewels is not responsible for any additional taxes and customs charges that are requested or charged during the shipment of your order.

UK customers may wish to visit this link for duties relating to their jewellery:

<https://www.gov.uk/goods-sent-from-abroad/tax-and-duty>

Order pick-up

You are not permitted to pick up your ordered Products.

CANCELLATION OF ORDERS

Everjewels may cancel your order if for any reason we are unable to provide you with the Products subject to your order. We will contact you should this occur.

You will not be entitled to claim any additional amounts or seek compensation for any loss, expense or damage (either direct or consequential) or for any loss of time or inconvenience, which may result from such cancellation.

PRODUCTS MISSING FROM AN ORDER

Should any Product be missing from an order, please email us with the order number and the product code or product name of the Product you ordered, and we will make the appropriate investigations.

RETURN OF PRODUCTS

Any return of Products to us by you will be governed in accordance with our Refunds & Returns Policy.

CONSENT

By agreeing to these Purchase & Shipping terms, you also consent to receive further electronic communications from us in relation to the Everjewels business, including information relating to products, competitions, promotions, special offers and any other commercial message. Of course, you may unsubscribe at any time from the unsubscribe option on our Home page and within your login account.

GOVERNING LAW

The laws of New South Wales, Australia govern these Purchase & Shipping Terms.

ENQUIRIES

Please email us if you have any questions about our Purchase & Shipping Terms.