



DYMOND'S

SHOES & ACCESSORIES

Terms and Conditions

Due to the nature of the materials used in all our custom and handmade/hand-embellished items, a level of due care is required. Dymond's Shoes and Accessories cannot be held responsible for damages incurred through heavy-handed use or application. If you have any queries, please feel free to contact us at contact.dymonds@gmail.com.

Dymond's Shoes & Accessories reserve the right to decline custom orders as per high demand outweighing production time availability. Dymond's Shoes & Accessories will inform new orders/clients immediately if their requirements cannot be met in a timely fashion, our books have closed due to high demand or low material supply. In this case funds will either not be taken or immediately reimbursed to the client. Estimated timescales for customised items are subject to prior consultation and may vary per order.

Though we aim to provide as high a quality of image for our items as possible, colours may vary according to screen definition, brightness or lighting.

Colours discussed through our custom services may also vary as colour descriptions are subjective. We will aim to provide an image or photograph as best a match where possible during the consultation.

Sketches and Design Consultations

At Dymond's Shoes & Accessories we strive to ensure our clients are aware of the embellishment(s) they have agreed to in advance and may offer a client a sketch/drawing of the ideas discussed to further help envisage the finished design, however sketches/drawing are for guidance only and due to the nature of handmade/hand-embellished work we cannot guarantee a like-for-like finish. Significant amendments will be discussed with the client in writing before the (new) work is carried out.

Should the client choose to amend any detail of the design after the '12 hour cancellation policy' an additional cost may be incurred. This will be confirmed in writing before the new design/amendments go ahead.

Social Media and Marketing

Dymond's Shoes and Accessories reserve the right to publish customer reviews and images of completed items on our website www.dymondsshoes.co.uk and our social media platforms such as but not limited to Facebook, Twitter, Instagram and Pinterest. The client's details WILL NOT be shared alongside these posts, unless this has already been agreed in writing with the client. Dymond's Shoes & Accessories will delay the publication of item photographs or sketches up to 6 months at client request ONLY.

If the client chooses to share images from professional photographers of their items with us for our website and social media platforms, it is the responsibility of the client to ensure they have the rights to these images for publication.

Privacy Policy

Dymond's Shoes & Accessories will not sell, distribute or publish any client information to third parties. Clients must 'opt-in' via our website to receive future correspondence via our mailing list, for promotional offers, events and updates. Clients may choose to unsubscribe from this service by contacting us at contact.dymonds@gmail.com at any time. Client information is stored on secure networks only.

Shipping

Shipping timescales are estimates only, based on the predictions of Royal Mail (UK) or the chosen international courier. If your item's delivery exceeds the estimated time given by more than 5 days please contact us at contact.dymonds@gmail.com so we may investigate the matter with the chosen shipping company.

Returns, Exchanges and Cancellation policy

Please contact us at contact.dymonds@gmail.com within 7 days of delivery if there is an issue with an item and you wish to return or exchange it. Return item with 21 days of delivery, undamaged and in its original packaging. Dymond's Shoes & Accessories is not responsible for the shipping cost(s) of returned items.

Custom orders may be cancelled within 12 hours of purchase only. If the item is not returned in its original condition, the client is responsible for any loss in value.

The following items CANNOT be returned or exchanged

Due to the nature of these items, unless they arrive damaged or defective, we cannot accept returns for:

- **Custom or personalised orders**
- **Sale items**

Unfortunately, we cannot accept returns for customised shoes due to size variants. The size as printed by the manufacturer is the size guide we must follow.