

# Merchant Rock Returns Policy

## Definitions

'We'- Refers to Merchant Rock registered trademark of D&S Personnel Ltd.

'You'- Refers to the person or company that is using the services and purchasing the products available on the website.

'Website'- Refers to merchantrock.com

'Stock items'- Stock items refer to the items that are readily available in the Merchant Rock warehouse. These items are for purchase via the online wholesale store.

'Custom quantity orders'- Custom quantity orders refer to quantity orders of items that fall outside the item quantity that is readily available in the Merchant Rock warehouse. Therefore, quantities are manufactured by Merchant Rock in accordance to the requirement requested by you.

'Working days'-Working days refers to all days other than Saturdays, Sundays and English statutory and public holidays.

## Cancellations

Order cancellations must be made in writing to orders@merchantrock.com quoting your name, company name, order number, reason for return and whether you require a refund or exchange.

### Cancellations to stocked Items

You may cancel your order of stocked items purchased from the Merchant Rock website within 14 calendar days. However, this does not apply to custom quantity orders. Please refer to cancellation of custom quantity orders section of this policy.

Cancellations to stocked items that are in progress and not dispatched will be cancelled without charges.

Cancellations to dispatched items should be processed as a return within 14 days of receiving the items. Please refer to the returns process section of this policy for returning stocked goods.

There is no refund on delivery charges for dispatched orders as the delivery charges reflect only the delivery services used to deliver the items to you and cannot be credited once it has begun.

Delivery charges are only refundable if you have cancelled the full order before the order is made ready for dispatch or where the goods are faulty.

### Cancellation of custom quantity orders

Cancellations to custom quantity orders must be made in writing within 3 calendar days ('cooling off period') of the order being placed. There will be no charge to this cancellation. All cancellations for custom quantity orders must be made in writing to [orders@merchantrock.com](mailto:orders@merchantrock.com).

Merchant Rock will begin processing the order once the 3 calendar days cooling off period has expired.

You cannot cancel a custom quantity order once it has begun processing, the returns policy will not apply. Any costs incurred by Merchant Rock will be invoiced to you.

Custom Quantity orders can only be returned if the good are deemed faulty and will then be subject to the process of the returns process.

### Returns Process

You can return the stocked orders within 14 days of receipt of goods. For custom quantity orders; only faulty items can be returned. The period of notice to return expires after 14 days of receipt of goods in regards to both stocked item orders and return of faulty custom quantity orders.

To ensure your cancellation is logged within 14 days of receiving the goods, you must clearly communicate in writing that you wish to cancel your order via email to [returns@merchantrock.com](mailto:returns@merchantrock.com) stating the invoice number, name and address used to purchase the goods.

Please then fill in the returns form sent with the delivery and return it with the goods to:

Merchant Rock, Returns, 51 Convent Road, Surrey, United Kingdom, TW15 2HN.

All goods must be received by Merchant Rock within 28 days of receipt.

All item or items must be returned to us in their as sold condition; original condition in the original packaging with any enclosed documentation.

Note: When handling items purchased from Merchant Rock please follow the jewellery care guide below.

*Jewellery Care Guide:*

*Avoid contact with perfume, deodorant, hairspray or water. Avoid scratching jewellery items by storing in a non-abrasive box or pouch. Handle with care and do not apply any unnecessary force.*

Merchant Rock will accept refunds or exchanges of pierced items (including pins) provided they are returned in their original (unopened) packaging. If the items have been removed from the bag or if the bag has been tampered with, we cannot refund or exchange the item due to hygiene reasons.

Items returned in not as sold condition will affect the total amount of refund issued by Merchant Rock. In some cases, Merchant Rock, will be unable to accept the return of any item where there is evidence that the Jewellery Care Guidelines instructions have not been followed.

All returned items approved as returned in as sold condition will receive a full refund for costs of the items but not delivery.

There is no refund on delivery charges for dispatched orders as the delivery charges reflect only the delivery service used to deliver the items to you and cannot be credited once it has begun.

Delivery charges are only refundable if you have cancelled the full order before the order is made ready for dispatch or where the goods are faulty.

The returned item(s) are your responsibility until it reaches us. The cost of returning the item is your responsibility.

For your own protection, we recommend that you return the items using a delivery service that insures you for the value of the goods.

The parcel can take up to 7 working days to be returned to our Return Address, unless sent via special delivery.

Items returned after 14 calendar days from the date of receiving the goods will not receive a refund.

If you have any queries relating to a return please email [returns@merchantrock.com](mailto:returns@merchantrock.com) stating your name, name of company and invoice/order number.

### Delivery of Goods

All Merchant Rock deliveries will be sent via a secured delivery vendor.

All deliveries will require a signature upon delivery.

Dispatch times may vary according to availability and subject to any delays resulting from postal delays or force majeure for which we will not be responsible.

Please be advised that on all overseas deliveries, Merchant Rock is not responsible for any custom duties, local taxes or import duties which are levied once the shipment reaches your country.

Customs policies will vary widely between different countries. Merchant Rock recommends that you contact your local customs office for further information.

### Faulty Items

You have 14 calendar days from the date of delivery of the items to return any faulty or damaged items.

### Refund Payments

Merchant Rock will endeavour to make refund payments within 30 days after the return has been received and approved.

Refunds will be credited to the debit/credit account used to make the purchase.

Merchant Rock is not obliged to refund any custom duties, local taxes or import duties paid.

Your refund will be credited to the account or card details used on your order if the card account is still open.

When a card is lost, stolen or cancelled, we can still refund that card. Merchant Rock cannot refund your order to a different account.

If you have any issues seeing your refund 10 working days after it was completed by us, please get in touch in writing to [returns@merchantrock.com](mailto:returns@merchantrock.com).

### Discount codes & vouchers

If a discount was applied to your original order, the amount refunded will be adjusted to allow for the revised order value and appropriate discount level.

### Price and Payments

Merchant Rock reserves the right to revise prices and details at any time without notice.

All items advertised by Merchant Rock are priced exclusive of VAT and delivery.

Orders made in countries outside the European Union are not liable for VAT and therefore we will deduct the VAT from the total order cost.

Merchant Rock accepts the following methods of payments paid directly into our nominated bank account, bankers draft, cheque, credit or debit card.

For deliveries in the United Kingdom, the credit card address and delivery address must be the same however any differences in these addresses will be reviewed by Merchant Rock upon the order being generated.

### Law

The Conditions shall be governed by and construed in accordance with the laws of England and you irrevocably submit to the exclusive jurisdiction of the courts of England.

### Policy Changes

Merchant Rock reserves the right to change the terms and conditions in the Returns Policy. If this happens, we will post

the new terms and conditions for the Returns Policy on the Merchant Rock website.

This returns policy does not affect your statutory rights.