

1. Purpose of this Agreement

This Agreement outlines the terms and conditions under which Kinzy London (“the Company”, “we”, “our”) sources, designs, and supplies diamonds, gemstones and bespoke fine jewellery for the client (“you”, “the customer”). By signing this Agreement and/or paying a deposit, you acknowledge that you have read, understood, and accepted these terms in full.

These terms protect both parties, ensure transparency, and define your rights and obligations for bespoke, non-refundable, and custom-made orders.

2. Nature of Bespoke Orders

All items produced or sourced by Kinzy London are bespoke, meaning they are made to your individual specifications and cannot be resold.

By proceeding with payment of any deposit, you enter a binding contract for a bespoke item and acknowledge that your order becomes non-cancellable and non-refundable from that point onward.

This applies whether:

- The selected diamond or gemstone has been viewed in person.
- The selected stone has been confirmed by the supplier; or
- Production has commenced.
- For hygiene reasons, earrings are strictly non-refundable and nonexchangeable once dispatched or tried on.

The deposit payment constitutes acceptance of these terms and authorises Kinzy London to proceed with sourcing and/or production.

3. Custom Design Process

Each custom order is handled individually. Target completion dates are discussed during order confirmation but are estimates only. We will always update you with revised timelines as needed.

As part of our design process:

- Up to three (2) complimentary CAD renders are included. Additional renders are £100 each.
- Up to two (2) complimentary wax models of your final signed-off CAD design are included. Additional wax models are £60 each.

Design alterations may be made during the wax stage.

However, changes involving the selected diamond or gemstone (including carat weight, dimensions, cut, shape, colour or quality) may incur additional costs.

Engraved rings and any ready-made jewellery that has been altered or engraved are strictly non-refundable, as these pieces are customised specifically to the client's request.

Orders placed through the website are not eligible for the bespoke custom design process and do not include CAD renders, wax models, diamond replacement options, or other custom-order services unless expressly confirmed in writing by Kinzy London.

4.Diamond & Gemstone Sourcing, Viewing, Exchange & Availability

Stone Sourcing & Availability

Once you have selected your preferred stone or provided specifications, we source the diamond or gemstone through our global supplier network.

- Diamonds and gemstones are subject to availability, supplier confirmation and market conditions.
- Until confirmed by the supplier, no diamond or gemstone can be guaranteed or reserved without receipt of a deposit.
- Coloured diamonds are not guaranteed in shade and are subject to availability, which may lead to a revised quotation.

Natural Characteristics of Diamonds & Gemstones

- Natural diamonds and gemstones are unique products of nature. Variations in colour, tone, saturation, clarity, carat weight, dimensions, inclusions and other natural characteristics are inherent to each stone and do not constitute faults or defects.

- Where applicable, Kinzy London will disclose any treatments or enhancements (including, but not limited to, oiling, heat treatment or other industry-recognised processes) communicated by the supplier at the time of sale.

Diamond Viewing & Exchange Policy

- After receipt of confirmation that the diamond is available to view in-store, the client has up to 10 days to view the diamond and/or request a replacement.
- If no viewing or replacement request is made within this 10-day period, the diamond will be deemed confirmed, non-returnable, and will proceed to the next stage of the production process.
- Extensions to the 10-day viewing period may be granted at the discretion of Kinzy London but must be requested and agreed at the time of purchase or under special circumstances at Kinzy London's discretion.
- Up to two (2) complimentary replacements are permitted within the applicable viewing period, provided that, unless formally agreed otherwise, the client remains with their originally selected stone. Any further replacements will incur a £150 fee per diamond to cover handling, shipping and related costs.
- Certain rare or unique diamonds may be non-returnable or non-exchangeable due to supplier or market conditions. Where this applies, the client will be informed before the diamond is ordered, and the above viewing and exchange policy will not apply.

Gemstone Consultation & Selection

Coloured gemstones are sourced specifically for a client's private consultation, allowing the client to inspect and compare a selection of gemstones in person before making their final choice.

Once the client selects and approves a gemstone to be incorporated into their bespoke jewellery, that gemstone is deemed confirmed and allocated exclusively to the client's order. From that point, the selected gemstone is non-returnable and non-exchangeable unless otherwise agreed in writing by Kinzy London.

Any gemstones not selected during the consultation may be returned to the supplier or otherwise made unavailable following the client's selection.

Stone Confirmation & Production

Once your final stone is confirmed, CAD designs are created using its exact measurements to ensure a precise fit.

Diamond viewing and replacement options apply only to bespoke custom orders and are not available for website orders.

5.Descriptions, Certification & Valuation Documentation

Diamonds are graded by internationally recognised laboratories such as GIA or IGI where applicable. Certain gemstones may instead be accompanied by reports or certifications issued by recognised gemological laboratories where available. Not all gemstones are supplied with laboratory certification.

These serve as accurate representations based on supplier data. Minor visual differences caused by lighting, magnification, or display are not considered grounds for refund. Each piece may be accompanied by a valuation certificate for insurance purposes, upon request.

- A valuation request must be made within 30 days of collection or delivery.
- The fee for an initial valuation certificate is £300 per item.
- Any subsequent or annual revaluation requests will be charged at £100 per certificate.

Valuations are prepared by accredited assessors and include detailed descriptions of the diamond(s), gemstone(s), metal composition, and craftsmanship for insurance documentation purposes. Specially cut or customised diamonds may also be submitted for IGI certification at additional cost.

6.Quotations, Pricing & Consultation Policy

All quotations are valid for the day they are issued.

Pricing may vary due to changes in gold, diamond, gemstone or currency markets. Once a deposit is paid, the quotation becomes binding for that specific item and cannot be transferred to another project. Should the selected diamond become unavailable, we will provide an updated quotation for a comparable replacement. Any change in design, materials, or diamond specification will result in a revised quotation. Production must commence within 20 days of receipt of the deposit. If production has not commenced within this period, the quotation may be revised to reflect fluctuations in diamond and gold prices.

Consultation Policy:

For all items listed on the Kinzy London website with a value above £15,000, an in-person showroom consultation is required before purchase confirmation. This ensures the client fully understands all specifications, sourcing details, and customisation options prior to proceeding.

7.Deposit, Payment & Non-Refundable Terms

A minimum 50% deposit (or otherwise agreed amount) is required to secure your order. Payment of a deposit constitutes legal acceptance of this Agreement.

Once paid:

- The deposit and order become non-refundable and non-cancellable, regardless of stone confirmation or viewing status.
- Deposits are non-transferable and non-creditable toward other clients or orders.

The remaining balance must be paid prior to collection or dispatch.

Failure to complete payment may result in forfeiture of your deposit and cancellation of the order.

This policy complies with the Consumer Rights Act 2015 and the Consumer Contracts Regulations 2013, recognising the non-cancellable nature of bespoke goods once commissioned.

8. Production, Delivery & Collection

Production begins once your selected stone has been confirmed, and your design has been approved. All manufacturing is completed in-house at A&M Polishers, Kinzy London's workshop.

Production timelines are estimates and may vary depending on supplier schedules and material availability. Kinzy London is not liable for delays caused by suppliers, customs, or couriers.

Delivery Options:

- UK delivery via Royal Mail Special Delivery (£20 per order), insured and tracked.
- International delivery via FedEx available (charges depend on destination and duties).
- Eligible international clients may qualify for non-VAT pricing under applicable tax laws.

Collection Policy:

Once a completion or repair notification is sent to the client, the item must be collected within 60 days, unless otherwise agreed in writing at Kinzy London's discretion.

9. Inspection and Acceptance

You are encouraged to inspect your centre stone and finished jewellery upon collection or delivery. Once accepted and signed for, the item is deemed approved.

Kinzy London does not accept returns due to:

- A change of mind,
- Subjective dissatisfaction (e.g. colour, size, sparkle), or
- Finding similar items elsewhere at a different price.

Any post-delivery work such as resizing, redesign, or modification is treated as a new, chargeable service.

10. Faults, Defects & Statutory Rights

This Agreement does not affect your statutory rights under UK consumer law. If your jewellery is found to be faulty or misdescribed, Kinzy London will repair, replace, or refund in accordance with the Consumer Rights Act 2015. Damage resulting from wear, accidental impact, neglect, or third-party work is not covered under statutory rights or warranty.

11. Warranty & Aftercare

All Kinzy London jewellery is covered by a lifetime manufacturing warranty for craftsmanship.

Your purchase also includes:

- Complimentary engraving at the time of purchase.
- One complimentary ring resize, valid for 12 months from the original order (purchase) date (excluding full eternity rings and continuous-band designs). The complimentary resize is limited to a maximum adjustment of up to three full sizes.

Annual Service Requirement

To maintain your lifetime manufacturing warranty, your ring must be brought to Kinzy London for its annual structural inspection and service within 12 months of the original order (purchase) date, and every 12 months thereafter.

The annual service includes:

- Structural inspection
- Claw tightening (where required)
- Professional cleaning
- Light polishing and rhodium plating (where applicable)

Failure to have the annual inspection completed within the required timeframe may result in the lifetime manufacturing warranty becoming void.

Repairs required due to accidental damage, misuse, impact or general wear are not covered under the warranty and will be chargeable.

Clients are welcome to visit the showroom for complimentary cleaning and routine maintenance at any time throughout the year.

Earring Backs and Butterfly Fastenings:

Kinzy London ensures that all earring backs, including butterfly fastenings, are checked and securely fitted before the client leaves the showroom or before the item is dispatched.

The client acknowledges that butterfly fastenings may loosen over time through normal wear and use. Kinzy London is not responsible for the loss of an earring where the earring back or butterfly fastening becomes loose after collection, delivery, or wear.

Clients are advised to check their earring backs regularly and to ensure they remain secure when worn. Any loss resulting from a loosened butterfly fastening, normal wear and tear, accidental damage, or failure to maintain the fastening is not covered by Kinzy London's warranty or aftercare policy. Items made in silver are not covered under Kinzy London's lifetime manufacturing warranty or lifetime care services.

Any work carried out on your ring by a third-party workshop will void Kinzy London's lifetime warranty.

12.Limitation of Liability

Kinzy London accepts no liability for:

- Market fluctuations in diamond, gemstones, or precious metal pricing,
- Supplier or courier delays,
- Colour variations caused by lighting or display,

- Customer's change of mind, or
- Loss or damage after collection or delivery.

Our total liability is limited to the amount paid for the specific item, excluding consequential losses.

13. Governing Law

This Agreement is governed by and construed in accordance with the laws of England and Wales. Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

14. Client Declaration

I confirm that I have read and understood this Agreement and the Kinzy London Terms & Conditions. I acknowledge and agree that:

- My order is bespoke and/or a diamond or gemstone has been sourced specifically for me.
- Once I pay my deposit, the order becomes non-refundable and noncancellable.
- All quotations are valid for the day issued and subject to change.
- I have been informed of Kinzy London's warranty, design, and exchange policies.
- My statutory rights remain unaffected in cases of defect or misdescription.

Kinzy London reserves the right to amend or update these policies, terms, and conditions at any time without prior notice.