

Terms and Conditions

Legal

These terms of access apply to the use of this website. You need to read these terms and conditions together with the terms and conditions governing the products and/or services available to you through this website. We and you may also agree in writing to other terms and conditions and the law may imply terms and conditions. We will use the phrase "these terms" to cover all of these terms and conditions and any changes to them.

If there is any inconsistency between the website terms and conditions and the terms and conditions governing the products and/or services available to you through this website, the terms and conditions governing the products and/or services available to you through this website will prevail.

By using this website, you acknowledge that you are bound by these terms.

If you don't accept these terms, you must not use this website.

Changes to this website

We may change the information on this website, including these terms, at any time. By continuing to use this website after any changes have been made, you acknowledge that you will continue to be bound by these terms.

General information

The content of this website is for your information only. We will try to make sure that the information on this website is accurate and up to date, but we do not guarantee that the information we provide is reliable, accurate, or suitable for what you may want to use it for.

Before you rely or act on any of the information on this website, you should get independent professional advice.

Liability

You use this website at your own risk. We will not be liable for any loss or damage (direct or otherwise) you suffer in connection with your use of this website or of any linked website or your use of, or reliance on, information contained on or accessed through this website or any linked website.

We exclude any condition or warranty that could be implied into these terms (but only to the extent that this is allowed by law).

Intellectual property and our other rights

We hold all copyright and other intellectual property rights in this website. You may use the information on this website and reproduce it (electronically or in hard copy) for your personal use only.

In all other circumstances, you must get written permission from us before you use, send or reproduce any of the information on this website.

Return Policy

Due to Health Regulations we cannot exchange or refund any Jewellery.

Keepsakes with love is committed to providing quality products to our customers. If a product is faulty or damaged please return it to us in original packaging within 14 days of receipt and we will replace it or issue you a credit.

All returns for merchandise purchased online need be authorised in advance by sending an e-mail request including details of the merchandise to be returned and reason for return to mark@keepsakes.co.nz.

All returned merchandise are subject to inspection by Keepsakes With Love prior to exchange and/or credit being made.

For your protection, we recommend you send your return package prepaid and insured. You are responsible for the condition of the goods until they are received by Keepsake With Love. Unfortunately, your postage charges on returns are not refundable. Items cannot be returned if you have changed your mind.

Shipping

Shipping within New Zealand

How will my order be sent?

All New Zealand orders are sent by Track and Trace with Courier Post Delivery can be to your home, work or Rural Delivery. All packages are sent with signature required unless the address is a Rural Delivery. If no one is at home when the courier delivers, a card will be left for you to contact the courier depot to organise redelivery.

When will my order be sent?

If payment is made by Credit Card through our website your order will be dispatched within 7 working days. For New Zealand Customers we will email you with the tracking number when we dispatch your order, to confirm it is on the way.

How long will delivery take?

Courier Post delivers in 1-2 working days (A working day is any day other than weekends and bank or other public holidays.). However, if you have not received it within 4 business days you should contact Courier Post with the tracking number we will supply you with at dispatch of your order.

The goods you order will be delivered to the address you give when you place your order. We aim to dispatch all orders within 7 working days, provided no additional security checks are required and all stock items are available.

During busy times this time frame can increase.

If delivery cannot be made to your address for reasons under Keepsakes With Love control we will inform you as soon as possible and refund or credit you for any sum that has been paid by you or debited from your credit card for delivery.

If you deliberately fail to take delivery of the order (otherwise than by reason of circumstances under control of Keepsakes With Love) then without prejudice to any other right or remedy available to Keepsakes With Love, Keepsakes With Love may a) store the items in the order until actual delivery and charge you for reasonable costs (including insurance) of storage; or b) sell the items in the order at the best readily obtainable price and (after deducting all reasonable storage and selling expenses) account to you for any excess over the price you agreed to pay for the items or charge you for any shortfall below the price you agreed to pay for the items.

Every effort will be made to deliver the goods as soon as possible after your order has been accepted. However, Keepsakes With Love will not be liable for any loss or damage suffered by you through reasonable or unavoidable delay in delivery. In this case, Keepsakes With Love will inform you as soon as possible.

GST (NZ Goods and Service Tax)

All prices displayed include 15% goods and service tax.

Customer Service

Product Descriptions and Prices

Every effort is made to ensure that prices shown are accurate at the time you place your order. If an error is found, Keepsakes With Love will inform you as soon as possible and offer you the option of reconfirming your order at the correct price, or cancelling.

All items are offered subject to availability. If on receipt of your order, the item(s) you have ordered are not in stock, Keepsakes With Love will inform you as soon as possible, giving you the option to have them placed on back-order for dispatch when returned to stock or cancelling your order. We will not process your payment until the item(s) are in stock.

Photographs

We have gone to great lengths to illustrate our products, but each image should be viewed in conjunction with the descriptive text and will, of course, be limited by the screen settings of your own monitor screen. If an exact colour match is vital, we recommend you contact us.

Payment

We accept secure payments online using the trusted on-line merchant Stripe. All major credit and debit cards are accepted.

What is 925 sterling silver?

925 sterling silver must have at least 92.5% of fine silver mixed with no more than 7.5% of copper or other metals. This formula is internationally accepted and it gives sterling silver the hardness and the tolerance to work with.

What is oxidized silver?

Sometimes silver jewellery items, like marcasite designs are made to resemble antique jewellery. Oxidising is a chemical process that produces a decorative film on the silver surface. The item is then hand polished and left with darkened areas where the polishing cloth cannot reach!

Privacy Policy

Your Privacy

We respect your privacy and we provide you with the right to see and/or correct your personal information. We do not sell our mailing list, nor do we disclose private information to any other person or company. Occasionally we may contact you to obtain further information or to offer other products or services that we feel may interest you. Should you prefer not to be contacted, please let us know and we will ensure that your name is withheld.

Purpose of this Policy

This policy outlines:

- what personal information we collect and how it is collected during the course of running our business;
- what we do with any personal information received; and,
- how we ensure that this information is treated in accordance with the requirements of the Privacy Act.

Information Collected

At all times there is no obligation for our customers to provide us with personal information – unless it is a necessary requirement to fulfil an order or to provide another customer service function. Customer delivery and contact details are stored and purchase history details may also be collected.

This information may be collected when placing an order with our customer service department; or, from our website.

Use of Information Collected

All information Keepsakes With Love collects through the course of normal business dealings remains confidential.

Keepsakes With Love does not disclose personal information to any other organisations – unless the owner of that information has given their consent.

We only use the information for processing orders or for internal marketing purposes – which may include:

- fulfilment of orders.
- statistical analysis of customer shopping habits, interests, and preferences.

- analysis of relevance of our special offers and promotions and sending information about these promotions and products including sending information by e-mail providing the customers consent has been given for this service.

Security of Information Collected

Keepsakes With Love takes all reasonable precautions to ensure that any personal information received is kept confidential.

For sending information and for delivery of orders placed through our customer service centre or via our websites, it is necessary to disclose some personal information to third parties such as delivery contractors.

Consent

Customers who do not wish to have their personal information used for marketing by Keepsakes With Love are most welcome to indicate their desire at the time of purchase, in correspondence, at interview or any other point of contact with a representative of our company.

IP Addresses

Our web servers gather your IP address to assist with the diagnosis of problems or support issues with our services. Again, information is gathered in aggregate only and cannot be traced to an individual user.

Cookies and Applets

We use cookies to provide you with a better experience. These cookies allow us to increase your security by storing your session ID and are a way of monitoring single user access.

This aggregate, non-personal information is collated and provided to us to assist in analysing the usage of the site.

Problems or questions

If we become aware of any ongoing concerns or problems with our web sites, we will take these issues seriously and work to address these concerns. If you have any further queries relating to our Privacy Policy, or you have a problem or complaint, please contact us.