

Forgetmenot Glass UK

Terms and Conditions

Returns and refund policy & Guarantee

Once an order is made, you can cancel it if change your mind, up to 24 hours after the order is placed.

Pieces containing ashes cannot be returned, but if there are any issues on receiving your item, please get in touch.

I will repair your item free of charge if there is a manufacturing or material defect. However, we do not cover the loss of an item, damage caused by accidents, inappropriate use or wear and tear. Please see the jewellery care guide for how best to look after your piece, and keep it in good condition.

Jewellery care

Your jewellery is crafted to be durable. However please treat it as you would any other precious piece of jewellery.

Silver may tarnish if it comes into contact with perfumes, house hold cleaning products and other everyday chemicals. Tarnish is not permanent and can be removed with supplied polishing cloth.

Chains

It is important that you do not wear your jewellery while engaging in sporting activity, manual & craft work, and while sleeping to prevent the chain from damage. Chains are not covered in our guarantee.

Care of your loved one's ashes.

On placing an order, a pack will be sent to you with instructions as to how to send a little of the ashes to us. If you prefer to drop them off in person they can be collected from Abbotts Funeral Directors. Your loved one's ashes will be stored in a clearly labelled pouch and are kept in a locked room. Any unused ashes are returned to you along with your finished piece of jewellery. All finished jewellery is posted to you via special tracked delivery.