

The Shipping & Returns policy can be consulted in Dutch and English. In case of a discrepancy between the different versions, the Dutch version prevails.

Shipping and Returns

1. **Ordering:**
After receipt of your payment, your order will be processed. You will receive an e-mail from Marije Buffing edelsmid stating the expected delivery date. You will receive an e-mail when your order has shipped.

2. **Shipping:**
Within The Netherlands, your shipment will be sent by registered mail. The shipping cost are €10,- for each shipment. For shipments outside of NL, please contact Marije Buffing edelsmid prior to ordering your product. You can also choose to pick up your order in the store.

3. **Duties & Taxes:**
If you place an order with us from outside the European Union, you may be responsible for paying incoming import duties and taxes that your local customs authority considers appropriate. Each country determines the of duties and taxes differently. Marije Buffing edelsmid does not bear these costs.

4. **Delivery:**
The delivery time may differ per item. Jewelry that is in stock will be sent as soon as possible after receipt of payment. If the jewelry has to be made specific to your order, they will have a longer delivery time. Marije Buffing edelsmid will inform you about the delivery time.

5. **Cancelling and changing:**
If you want to change or cancel your order, you must do so as soon as possible. This can be done by e-mail or telephone (tel: +31 (0)20-6266255). Changing or canceling your order is only possible if it has not been shipped yet. Please note: Jewelry that is or has been made specially for you cannot be canceled or exchanged.

6. **Disclaimer:**
All prices and information on this site may be subject to errors and changes. Marije Buffing edelsmid makes every effort to ensure that the information on this site is as complete and accurate as possible. All information is subject to price changes, typos, mistakes and market developments. Products are not always displayed in actual size and the displayed colors of the products may differ from reality. Marije Buffing edelsmid cannot be held liable for any consequential damage. The jewelry is made with great attention and care, nevertheless, if you are not satisfied with your purchase, you can return it within 14 days of receipt, unworn and undamaged and in its original packaging, without having to provide reasoning.

7. Returns:

If the seal is broken, your order is considered definitive and can no longer be returned. You must return or hand over the goods to us as soon as possible, but in any case no later than 14 days after the day on which you informed us of the decision to cancel the agreement. You are on time if you have demonstrably sent back the goods before the period of 14 days has expired. After this period, there is no longer any right to withdrawal and your purchase is final. Jewelry that is or has been made specially for you cannot be canceled or exchanged. Return shipments must be made known in advance via: info@marijebuffing.nl

8. Cost and Risk:

Returning your purchase is at your own expense and risk. We advise you to do this by registered post and to keep the proof of shipment. If you return an item in a manner that does not correspond to the procedure specified by Marije Buffing edelsmid, you forfeit all rights to reimbursement if the item does not return or is damaged. **Do NOT include words such as "goldsmith", "jeweler" or "jewelry" in the address lines.** Delivering your return shipment yourself is only possible after consultation and by appointment. Marije Buffing edelsmid reserves the right to refuse returned items or to credit only a portion of the amount already paid if it is suspected that the item has already been opened, used or due to the fault of the customer (other than that of Marije Buffing edelsmid) is damaged. Unfortunately, Marije Buffing edelsmid cannot accept returns of which accessories and / or the seal are missing or whose packaging is missing.

9. Damage:

If an article is returned which in the opinion of Marije Buffing edelsmid has suffered damage deemed caused by an action or negligence on the customer's side or is otherwise deemed at customer's risk, Marije Buffing edelsmid will inform the customer in writing (via letter or e-mail). Marije Buffing edelsmid has the right to withhold the depreciation of the item, as a result of this damage, from the amount to be reimbursed to the customer.

10. Exceptions on returns:

Exclusion of the right of withdrawal is only possible for products:

- a. which are custom-made for the customer or are made to the customer's design;
- b. in which specific wishes of the customer are incorporated;
- c. that have been produced by Marije Buffing edelsmid as per customer's specifications;
- d. that are clearly personal in nature;
- e. that cannot be returned due to their nature;

11. Return address:

Marije Buffing
Utrechtsestraat 108
1017 VS Amsterdam
The Netherlands

Telephone: +31 (0)20-6266255
E-mail: info@marijebuffing.nl

Store opening hours:

Tuesday through Friday van 11.00 - 18.00 uur
Saturday van 10.00 - 17:00 uur

Returning your purchased item at the store yourself is only possible after consultation and by appointment. Please contact Marije Buffing edelsmid by phone or by e-mail.