

Terms & Conditions

These Terms & Conditions apply to bespoke commissions, remodelling, alterations, repairs and other jewellery services provided by Karina Martus LTD.

By placing an order or instructing Karina Martus LTD to commence work, you agree to these Terms & Conditions.

1. Bespoke Commissions

Every bespoke piece is individually designed and made for you.

The design, materials, gemstones and estimated cost will be discussed and agreed before manufacture begins.

A design fee applies before design development begins. Design fees start from £250 + VAT and may be higher for more complex commissions. The applicable fee will be confirmed before design work begins.

2. Quotations & Material Prices

Quotations are based on the cost of precious metals, diamonds, gemstones and other materials at the time they are prepared.

Due to significant fluctuations in material prices, quotations are valid for the period stated on the quotation.

If the required deposit is not received within this period, prices may need to be revised.

Diamonds and gemstones are subject to availability and cannot be guaranteed or reserved until the required payment has been received.

3. Deposits

A non-refundable deposit of 65–70% of the total commission value is normally required before materials are ordered and work begins.

The exact deposit required will be stated on your quotation or invoice.

The deposit contributes towards materials specifically purchased or reserved for your commission, including precious metals, diamonds and gemstones, as well as work undertaken.

Production will begin once the required deposit has been received.

Your statutory rights are not affected.

4. Design Approval

You will have the opportunity to review and approve your design before manufacture.

Once the design has been approved and production has begun, alterations may incur additional design, labour and material costs.

Any significant changes and associated additional charges will be discussed with you before further work proceeds.

5. Diamonds & Gemstones

Every diamond and gemstone is individually selected for its appearance, proportions, quality and suitability for the design.

Certificates and laboratory grading provide important information, but two stones with similar specifications may look different in person. Selection is therefore based on both technical information and visual assessment.

Natural gemstones may contain variations in colour, inclusions and other characteristics associated with their natural origin.

Diamonds and gemstones specially sourced for an approved bespoke commission may not be returnable once purchased, subject to your statutory rights.

6. Client-Supplied Jewellery & Gemstones

Reasonable care will always be taken when working with jewellery, diamonds and gemstones supplied by a client.

Older jewellery and gemstones can contain hidden weaknesses, fractures, previous repairs or structural issues that may not be apparent during the initial examination.

If an unexpected problem becomes apparent during the work, you will be contacted wherever reasonably possible before significant additional work is undertaken.

Karina Martus LTD will not be responsible for pre-existing defects or inherent weaknesses that could not reasonably have been identified beforehand. Nothing in these terms excludes liability where it would be unlawful to do so.

7. Repairs, Alterations & Remodelling

Estimates for repairs, alterations and remodelling are based on the condition of the jewellery visible at the time of examination.

Additional problems can sometimes become apparent once jewellery is dismantled, cleaned, unset or worked upon.

If additional work is required, you will be contacted before significant additional charges are incurred wherever reasonably possible.

8. Handmade Jewellery

Bespoke jewellery is individually made and hand finished.

Minor variations associated with traditional jewellery-making and hand-finishing are part of the individual character of a handmade piece and are not necessarily considered defects.

9. Completion Times

Estimated completion dates are provided in good faith.

Bespoke jewellery involves several specialist processes, and occasionally delays may occur due to circumstances outside our reasonable control, including gemstone sourcing, casting, specialist setting or hallmarking.

You will be informed of any significant delay.

10. Final Payment

The outstanding balance must be paid in full before the finished jewellery is collected, delivered or dispatched unless otherwise agreed in writing.

Title to newly supplied goods remains with Karina Martus LTD until payment has been received in full.

11. Collection & Delivery

You will be contacted when your jewellery is ready.

Where jewellery is dispatched, an appropriate secure or insured delivery service will be used where available. Any applicable delivery charges will be confirmed before dispatch.

12. Cancellations

Bespoke jewellery is created specifically for an individual client and may involve materials purchased or ordered specifically for the commission.

If you cancel after design or production work has begun, amounts already paid may be retained to cover work undertaken, materials ordered or purchased, and other costs reasonably incurred.

Any refund due will depend upon the stage reached and the costs already committed.

Nothing in this section affects your statutory consumer rights.

13. Uncollected Jewellery

Completed jewellery should be collected and any outstanding balance paid within 3 months of notification that the work is complete.

If jewellery remains uncollected, reasonable attempts will be made to contact you.

Where an item remains uncollected for between 3 and 6 months and payment remains outstanding, written notice may be provided requiring collection and payment.

Following appropriate notice, Karina Martus LTD reserves the right, where permitted by law, to sell uncollected jewellery in order to recover outstanding charges and reasonable costs associated with storage and sale.

Any sale of uncollected goods will be undertaken in accordance with applicable law. Any surplus proceeds will be dealt with as required by law.

14. Consumer Rights

Nothing in these Terms & Conditions excludes or limits any statutory rights or remedies that cannot lawfully be excluded or limited under UK consumer law.

15. Contact

If you have any questions about your commission, repair or these Terms & Conditions, please contact Karina Martus LTD before placing your order.

Karina Martus LTD