

MOSTYN

MOSTYN Shop Return Policy [IN STORE]

We are happy to issue a credit note or issue an exchange for any item returned in perfect condition along with a valid receipt within 30 days of purchase.

Unfortunately, we are unable to exchange earrings due to hygiene reasons.

Items without a valid receipt or outside of the 30day period will not be accepted.

Refunds cannot be issued on items bought in store.

Please note that items that have been made to specifications, personalised or made to order, are excluded from our returns policy, and cannot be exchanged unless they are faulty or they have been delivered to you damaged.

In the rare occurrence that goods purchased from MOSTYN are faulty or damaged please return the item to our shop so that we can assess the fault. Goods are classified as faulty if they are received damaged, or when a manufacturing fault occurs within 6 months of purchase. Items that are damaged as a result of wear and tear are not considered to be faulty. Please keep your receipt as proof of purchase.

Repairs

Please call, email or pop into the shop with the item in need of repair so we can assess the damage. We will need to contact the maker/artist for their advice and opinion. Occasionally, there may be a charge for repair and postage, this will need to be paid in full before proceeding with the repair.

Orders and Commissions

Most makers/artists are happy to take on special orders, resizes, and replacement earrings etc. Please call, email or pop into the shop and we can discuss your needs with you.

We will contact the maker/artist for advice, costs and quotes. If you decide to proceed with an order, we will require a 50% deposit in order to proceed.

Please note that items that have been made to specifications, personalised or made to order, are excluded from our returns policy, and cannot be exchanged unless they are faulty or delivered damaged.