



Information for www.susanjanedunford.com

Contents

1. Privacy Policy

- What data do we collect?
- How do we collect your data?
- How will we use your data?
- How do we store your data?
- Marketing
- What are your data protection rights?
- What are cookies?
- How do we use cookies?
- What types of cookies do we use?
- How to manage your cookies
- Privacy policies of other websites
- Changes to our privacy policy
- How to contact us
- How to contact the appropriate authorities

2. Terms and Conditions

- Intellectual Property, Design Right and Copyright
- Links to other websites
- Product Information
- Prices
- VAT
- Order Acceptance and Confirmation
- Delivery
- Returns and Refunds
- Changes to our Terms and Conditions

3. Product Care Advice

- Sterling Silver
- Oxidised Sterling silver
- Mixed Materials
- Further Advice

Privacy Policy

This privacy policy will explain how we use the personal data we collect from you when you use our website.

Topics:

- What data do we collect?
- How do we collect your data?
- How will we use your data?
- How do we store your data?
- Marketing
- What are your data protection rights?
- What are cookies?
- How do we use cookies?
- What types of cookies do we use?
- How to manage your cookies
- Privacy policies of other websites
- Changes to our privacy policy
- How to contact us
- How to contact the appropriate authorities

What data do we collect?

We collect the following data:

- Personal identification information (Name, email address, phone number, etc.)
- The Internet protocol (IP) address used to connect your computer to the Internet
- Session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page.

How do we collect your data?

You directly provide us with most of the data we collect. We collect data and process data when you:

- Use or view our website: via your browser's cookies.
- When you send us a message through a contact form.
- When you contact us directly via email us or telephone.
- When you purchase a product in our store.

- When you subscribe to our newsletter.

How will we use your data?

We collect your data so that we can:

- Process your order(s).
- Manage your account, for example keeping a record of your order history.
- Contact you with news, upcoming events and special offers relating to our products.
- Improve the user experience of our website.

How do we store your data?

Our website is hosted on the Wix.com platform. Your data may be stored through Wix.com's data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall.

Payments on our website are processed via PayPal, please consult their privacy policy for more information on how they process your data.

Our domain name and email service is registered with Gandi.net. Your data may be stored through their servers.

We may also securely store your data on password protected devices such as a laptop or mobile phone.

We will continue to store some of your data, such as personal identification information (name, email address, phone number, etc.), for the purpose of keeping a record of your order history, until you request for it to be removed or we cease trading, after that point we will delete your data.

Marketing

We would like to send you information about products and services of ours that we think you might like.

If you have agreed to receive marketing, you may always opt out at a later date.

You have the right at any time to stop us from contacting you for marketing purposes.

If you no longer wish to be contacted for marketing purposes, please email us at: info@susanjanedunford.com.

What are your data protection rights?

We would like to make sure you are fully aware of all of your data protection rights.

Every user is entitled to the following:

The right to access – You have the right to request copies of your personal data. We may charge you a small fee for this service.

The right to rectification – You have the right to request that we correct any information you believe is inaccurate. You also have the right to request that we complete the information you believe is incomplete.

The right to erasure – You have the right to request that we erase your personal data, under certain conditions.

The right to restrict processing – You have the right to request that we restrict the processing of your personal data, under certain conditions.

The right to object to processing – You have the right to object to our processing of your personal data, under certain conditions.

The right to data portability – You have the right to request that we transfer the data that we have collected to another organisation, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at our email:
info@susanjanedunford.com

Call us at: +44(0)7767 266725

Or write to us: 40a Glencairn Road, London, SW16 5DF.

Cookies

Cookies are text files placed on your computer to collect standard Internet log information and visitor behaviour information. When you visit our websites, we may collect information from you automatically through cookies or similar technology

For further information, visit allaboutcookies.org.

How do we use cookies?

Our website uses cookies in a range of ways to improve your experience on our website, including:

- To ensure our platform is secure and safe to use.
- Understanding how you use our website
- To keep track of the settings you have selected, for example items in your basket
- To monitor and analyse the performance, operation and effectiveness of Wix's platform.

What types of cookies do we use?

There are a number of different types of cookies, however, our website uses:

- **Functionality** – Our website uses these cookies so that we recognise you on our website and remember your previously selected preferences. These could include what language you prefer and location you are in. A mix of first-party and third-party cookies are used.
- **Advertising** – Our website uses these cookies to collect information about your visit to our website, the content you viewed, the links you followed and information about your browser, device, and your IP address.

Cookies we may use include:

First-Party Cookies

Strictly Necessary

Cookie name	Duration	Purpose
ForceFlashSite	Session	When viewing a mobile site (old mobile under m.domain.com) it will force the server to display the non-mobile version and avoid redirecting to the mobile site
hs	Session	Security

smSession	Persistent (Two days or two weeks)	Identifies logged in site members
XSRF-TOKEN	Session	Security

Functionality

Cookie name	Duration	Purpose
svSession	Persistent (Two years)	Identifies unique visitors and tracks a visitor's sessions on a site
SSR- caching	Session	Indicates how a site was rendered.
smSession	Persistent (Two weeks)	Identifies logged in site members

Third-Party Cookies

Functionality

Cookie name	Duration	Purpose
TS*	Session	Security
TS01*****	Session	Security
TSxxxxxxx (where x is replaced with a random series of numbers and letters)	Session	Security

TSxxxxxxxx_d (where x is replaced with a random series of numbers and letters)	Session	Security
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How to manage cookies

You can set your browser not to accept cookies, however, in a few cases, some of our website features may not function as a result.

The following links explain how to access cookie settings in various browsers:

- [Cookie settings in Firefox](#)
- [Cookie settings in Internet Explorer](#)
- [Cookie settings in Google Chrome](#)
- [Cookie settings in Safari \(OS X\)](#)
- [Cookie settings in Safari \(iOS\)](#)
- [Cookie settings in Android](#)

To opt out of being tracked by Google Analytics across all websites, visit this link:

<http://tools.google.com/dlpage/gaoptout>.

Privacy policies of other websites

Our website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

Changes to our privacy policy

We keep our privacy policy under regular review and place any updates on this web page. We recommend that you check here regularly for any changes. This privacy policy was last updated on 7th November 2019.

How to contact us

If you have any questions about our privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email us at: info@susanjanedunford.com

Call us on: +44(0)7767 266725

Or write to us at: 40a Glencairn Road, London, SW16 5DF

How to contact the appropriate authority

Should you wish to report a complaint or if you feel that we have not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

<https://ico.org.uk/>

Terms and Conditions

Intellectual Property, Design Right and Copyright

This website and its contents, including designs, photographs, text, images and logos, are our intellectual property and are protected by intellectual property right, copyright and design right.

Links to other websites

All links to other websites are provided for reference only. We do not control these websites or endorse the content contained within in them. You use these websites at your own risk.

Product Information

We make every effort to describe our products as accurately as possible, however, due to the handmade nature of the products, as well as variations in how different screens display the photography, there may be small variations in size, colour, pattern and texture between what you see on screen and the actual product you receive.

Prices

Prices may be updated at any time.

Prices listed on product pages do not include delivery charges. Delivery charges to your location will be calculated when you add items to your cart and update your shipping location.

VAT

Susan Jane Dunford is not VAT registered.

Order Acceptance and Confirmation

Once we have received your order, we will send you a confirmation email confirming if we are able to fulfil your order and a date by which we expect to be able to dispatch it.

We make every effort to keep our stock levels up to date but in the unlikely event that we sell out of an item and are unable to dispatch it to you within 30 days we will offer you a refund.

Except in cases where the item was a one-off or is discontinued, you may choose to wait until the we have restocked the item. If you choose to do this, we will keep your order live and provide you with the expected completion date.

Delivery

We currently only deliver to addresses in the United Kingdom.

Unless otherwise agreed, we have up to 30 days to deliver your item to you.

If you have chosen one of our in-stock items we aim to deliver your item within 2-5 working days. Items are usually sent via Royal Mail Special Delivery. This service requires a signature upon receipt.

Our made-to-order items take approximately 4-6 weeks to make and deliver.

The timescale for delivery of your item will be confirmed in an order confirmation email.

Once your item has been dispatched you will receive a dispatch notification email.

Please feel free to contact us if you have a specific deadline as we can sometimes schedule urgent work in if required.

Returns and Refunds

Faulty goods

You are entitled to a full refund of an item (including a sale item) if it is faulty or not as described, unless:

- The item was advertised as faulty when it was purchased.
- You damage an item by trying to repair it yourself or getting someone else to do it.

Right to cancel

If you make a purchase online, by mail or by telephone you have the right to cancel your order for a limited time even if the goods aren't faulty. You don't have to provide a reason.

You will be offered a refund if you inform us within 14 days of receiving your goods that you want to cancel.

You have another 14 days to return the goods once you've told us.

You will receive your refund within 14 days of us receiving the goods back.

Unfortunately, we are unable to refund postage and you will be responsible for the return postage to us.

Personalised and custom-made items

Unfortunately, we cannot accept returns on personalised or custom-made items unless they are faulty or not as described.

Proof of purchase

We may ask you for proof that you bought the item from us. This could be a sales receipt or other evidence such as a bank statement.

Items returned by someone other than the buyer

Unless otherwise agreed, we only accept returns from the person who bought the item.

How to return an item

- Within in 14 days of receiving your item or upon discovering a fault, notify us of your intention to make a return, either by telephone on +44 (0)7767266725 or by email at info@susanjanedunford.com.
- We may request proof of purchase which you can provide via email or post.
- Once we have approved your return, we will send you an address to post your item back to.
- You are responsible for the item until we receive it back, so we recommend that you use a secure postage method.
- Once we have received your item will send you a confirmation email.

Changes to our Terms and Conditions

We keep our Terms and Conditions under regular review and place any updates on this web page. We recommend that you check here regularly for any changes. These Terms and Conditions were last updated on 8th November 2019.

Care Advice

Sterling Silver

Sterling silver jewellery items that don't contain stones or any other materials, can be cared for using standard silver care products such as silver dips or silver cloths. These products are specifically designed to remove tarnish from silver. Whilst tarnish is generally considered to be undesirable if it covers the whole surface, tarnish remaining in the texture and corners can create an attractive patina that adds shadowing to the design. If you like this effect I would recommend trying a silver polishing cloth. If you would prefer to have a more consistent silver colour across the whole item silver dip may be a better choice of cleaner.

Always follow manufacturer's instructions.

Oxidised Sterling silver

Oxidisation on silver is a temporary finish but will last longer if cared for correctly. It is important not to use abrasive materials on oxidised silver as this may damage the finish. It is not recommended to use chemicals on oxidised silver unless the manufacturer specifically indicates that it is suitable to do so.

To remove tarnish from the polished silver areas of you oxidised item you can use a silver polishing cloth, trying to avoid rubbing the oxidised areas.

Always follow manufacturer's instructions.

On items that receive a lot of wear the oxidisation will eventually wear off. If you wish to have this reapplied, we would be happy to do, there is a small administration and postage charge for this service.

Mixed Materials

Mixed material items may require individual care instructions which are available on an item by item basis. Please get in touch for more information and advice.

Further Advice

If you are in any doubt as to the best way to care for your item please get in touch for more information, we would be happy to hear from you. This information is provided for advice only and we cannot be held responsible for damage caused by incorrect handling.