

Illuminature Jewelry – Terms & Conditions

Effective Date: 23.9.25

Illuminature Jewelry is a trading name of Illuminature Ventures B.V., a company registered in the Netherlands.

KvK Number: 94135371

VAT ID: NL866648653B01

Our store policies are designed to ensure transparency, trust, and compliance with applicable laws in the Netherlands, the European Union, and international jurisdictions.

1. Shipping Policy

We offer **worldwide shipping**. Each item is **handmade to order**, and we aim to process and dispatch all orders within **14–21 business days**. You will receive a confirmation email with tracking details once your order has shipped.

Shipping times may vary by destination and are subject to local postal and customs processes. We are not responsible for shipping delays caused by third-party couriers or customs clearance.

Customs Duties & Import Taxes:

All international orders may be subject to customs fees, import duties, and local taxes. These charges are the responsibility of the buyer. We cannot control or predict these charges and recommend consulting your local customs authority before placing an order.

Risk of loss or damage to the goods shall transfer to the client upon delivery to the specified address. If the client arranges for collection by their own courier, risk transfers at the moment the goods are handed over to that courier.

2. Cancellation Policy

We understand that circumstances may change. Please note the following cancellation terms:

- **Made-to-order & Custom Items:** Orders can only be canceled within **24 hours** of placement. After that, the crafting process may begin, and cancellation will not be possible.
- **Ready-to-Ship Items:** May be canceled within **24 hours** of purchase for a full refund.

To request a cancellation, contact us at [insert email] within the timeframe.

3. Return & Exchange Policy

In accordance with EU consumer protection law, clients purchasing eligible non-custom items have a statutory right of withdrawal.

This right allows the client to cancel the contract within 14 days of delivery without providing any reason. Upon exercising this right, the client will be refunded the full item price (excluding shipping costs), provided that the item is returned unused, in its original condition, and in its original packaging. To initiate a withdrawal, please contact us at shiri@illuminate.world.

Due to the bespoke, handmade nature of our jewelry, **we do not accept returns**. However, we do offer limited exchanges under certain conditions:

- **Exchanges:** Within **14 days of delivery**, unworn items in their original condition and packaging may be exchanged for another

item of equal or lesser value. The customer is responsible for return shipping and any customs duties.

- **Custom or Personalized Orders:** Are non-returnable and non-exchangeable under EU consumer law exceptions.
- **Damaged or Defective Items:** Must be reported within 48 hours of receipt, including photos. We will offer a repair, replacement, or refund (case-by-case). Shipping costs for returns will be covered if the item is deemed faulty.

4. Warranty

All jewelry comes with a **180-day limited warranty** covering manufacturing defects.

The warranty does **not** cover:

- Normal wear and tear
- Accidental damage
- Improper storage or cleaning
- Alterations or repairs by third parties

To initiate a warranty claim, contact us at [insert email] with a description and clear photos.

5. Care Instructions

Care varies based on material (gold-plated, solid gold, silver, etc.). You will receive specific care instructions with your item. You can also find care guidance on our website. Following these instructions is essential to maintain the longevity and glow of your jewelry.

6. Pricing and Quotes

Each custom project is priced individually based on:

- Choice of materials
- Design complexity
- Labor and casting fees
- Current market prices of precious metals (noting market fluctuations)

Before we begin any project, you will receive a detailed quote.

7. Customs, Duties & VAT

EU customers: Dutch VAT is included in the price where applicable.

Non-EU customers: VAT is not included and may be charged upon arrival based on your country's tax rules. Buyers are responsible for all applicable customs charges, taxes, or duties.

8. Privacy Policy

We are fully compliant with the **EU General Data Protection Regulation (GDPR)**. We respect your privacy and only collect data necessary to process your order and improve your shopping experience.

Your information will never be shared with third parties without your consent. For full details, please see our [Privacy Policy].

9. Accessibility

We are committed to providing an accessible and inclusive digital experience for all users, including those with disabilities. Please see our full [Accessibility Statement] for how we are working to meet WCAG guidelines.

10. Governing Law

These terms are governed by the laws of the **Netherlands**. Any disputes arising out of or in connection with the use of our website or purchases made will be resolved under Dutch jurisdiction.

10a. Intellectual Property

All jewelry designs, images, texts, and other content displayed on this website are the exclusive property of Illuminature Jewelry (Illuminature Ventures B.V.). They may not be copied, reproduced, distributed, or otherwise used for commercial purposes without prior written consent.

10b. Limitation of Liability

To the maximum extent permitted by law, Illuminature Jewelry shall not be liable for any indirect, incidental, or consequential damages arising from the use of this website, the purchase of products, or reliance on information provided. Nothing in these Terms & Conditions shall limit or exclude liability for death or personal injury caused by negligence, fraud,

or any other liability that cannot legally be excluded. This does not affect statutory consumer rights.

11. Contact

If you have any questions regarding these Terms & Conditions, please contact us at:

Illuminature Ventures B.V.

Email: shiri@illuminature.world

Registered Address: Satujnvliinder 64, 3544 VX, Utrecht,
Netherlands