

Terms and Conditions for Enchanted Circle

Welcome to Enchanted Circle. By accessing or making a purchase from Enchanted Circle, you agree to the following terms and conditions. Please read them carefully before proceeding with any transactions.

1. Processing Time

Orders placed with Enchanted Circle will be processed within 14 to 21 business days. This timeframe begins once payment has been confirmed. Please note that this processing time does not include shipping and delivery time. Custom or special requests may take longer, and any delays will be communicated to the customer.

2. Payment Terms

Payments for all orders must be made via Electronic Funds Transfer (EFT). Details for the transfer will be provided upon checkout or sent directly to the customer. Full payment must be received before the order is processed. Enchanted Circle does not accept cash on delivery or other forms of payment at this time.

3. Order Confirmation

Once payment is confirmed, you will receive an order confirmation via email. This email will include the details of your purchase and the estimated processing time. Please ensure all order information is correct; any discrepancies should be reported within 24 hours.

4. Cancellations and Refunds

Due to the nature of our products and customization options, we do not accept cancellations once the order has been processed. If you wish to cancel your order before processing, please contact us within 24 hours of placing your order. Refunds will only be issued in cases of defective products, and all claims must be made within 7 days of receiving your order.

5. Shipping

Shipping fees and estimated delivery times will be provided once your order has been processed. Enchanted Circle is not responsible for delays caused by shipping carriers, customs, or unforeseen circumstances. You will receive a tracking number once your order has been shipped.

6. Custom Orders

For custom jewelry orders, processing times may vary depending on the complexity of the design. All custom orders will be quoted individually, and customers will be informed of any additional time required.

7. Product Availability

While we strive to keep our website up-to-date, certain items may occasionally be out of stock. If a product becomes unavailable after an order is placed, you will be notified, and we will provide options for alternative products or a refund.

8. Privacy Policy

Enchanted Circle respects your privacy and is committed to protecting your personal information. We do not share your details with third parties, except as required to process your payment and deliver your order.

9. Liability

Enchanted Circle is not liable for any damages, losses, or delays resulting from the improper use of our products, shipping delays, or events beyond our control. Our maximum liability is limited to the purchase price of the product.

By placing an order with Enchanted Circle, you agree to abide by these terms and conditions. If you have any questions or concerns, please contact our customer service team.

Contact Us: For any inquiries, please reach out via email or our contact form on the website.

Thank you for shopping with Enchanted Circle!