

SHIPPING POLICY

Kali Forbes offers free shipping within the UK on purchases made through this website. UK orders are shipped using Royal Mail Special Delivery and are trackable and insured. Depending on the quantity of items in your order, we may dispatch items in more than one parcel.

If you would like to purchase something to be delivered outside of the UK, then please get in touch by emailing info@kaliforbes.com and we will try our best to fulfil your order.

If the item is in stock at time of purchase, then we aim to dispatch the order within 3 working days but definitely within 30 days of purchase. Royal Mail Special Delivery is guaranteed by 1pm the following day Monday - Friday. There are some exceptions to this service, specific UK postcodes that are exempt from these time frames can be found on the Royal Mail website [here](#).

RETURNS POLICY

Our returns policy is governed by the Consumer Rights Act 2015.

In keeping with UK law, we accept unwanted item returns for a full refund on products that have been purchased from this website, as long as we are notified of the return by emailing info@kaliforbes.com (and including proof of purchase) within 14 days of delivery.

The item(s) must then be returned to us within 14 days of this notification and we must receive the item(s) back in an unworn, fully resaleable condition and in their original packaging. Once we have received the goods back, we will process the refund using the same payment method used to place the order within 14 days.

We advise you to return orders using a trackable, insured service (such as Royal Mail Special Delivery). The cost of the return must be paid for by the customer. If you would prefer to return the item(s) to our South London Studio, in most cases this can be arranged so please enquire about this when notifying us of the return.

The below purchases are exempt from the returns policy (unless they have suffered a manufacturing fault):

- Bespoke pieces
- Customised pieces (for example but not limited to; resized rings, engraved jewellery etc)

All time periods given in these policies will be extended to the next working day if they end on a Saturday, Sunday or Bank Holiday.