

Terms and Conditions of Use & Sale

Last Updated: 18 June 2025

By accessing or purchasing from **AmethystRoyal.com**, you agree to the following Terms and Conditions. Please read them carefully. These terms govern all purchases made from our site, including jewellery, gemstones, jeweller tools, and equipment.

1. General Terms of Use

- Amethyst Royal ("we", "us", "our") is the trading name of the registered business operating AmethystRoyal.com.
- By using this website, you agree to be bound by these Terms and Conditions and all applicable laws.
- You must be 18 years or older to purchase products from our website.
- We reserve the right to update, change, or replace any part of these Terms by posting updates on our website. Continued use of the site implies acceptance of any changes.

2. Product Descriptions & Pricing

- We strive to provide accurate descriptions and images, but cannot guarantee that all product information is error-free or fully current.
- Prices are subject to change without notice.
- All gemstone weights and measurements are approximate unless certified otherwise.
- Products may appear differently on different screens or lighting conditions; we do not guarantee exact colour representation.

3. Natural Gemstones Disclosure

- Natural gemstones often contain inclusions or natural imperfections. These are part of the stone's character and not considered defects.
- Treatments (e.g. heating, dyeing, stabilising) are industry standard and may not always be individually listed. If in doubt, please contact us for clarification before purchasing.

4. Order Acceptance & Refusal

- All orders are subject to acceptance by Amethyst Royal.
- We reserve the right to cancel or refuse any order for any reason, including suspicion of fraud, pricing errors, or stock unavailability.

- Orders are not confirmed until payment is received in full and you receive a confirmation email from us.

5. Returns & Refunds Policy

Jewellery & Gemstones:

- **Change of mind returns** are **not accepted** for gemstones or made-to-order/custom jewellery, due to the unique and delicate nature of these items.
- **Manufacturing defects** may be eligible for repair, replacement, or refund at our discretion.
- Claims must be made within **7 days** of receiving your order, supported by clear photos and order details.

Tools & Equipment:

- Tools and equipment can be returned within **14 days** if **unused**, in **original packaging**, and in **saleable condition**.
- A **restocking fee of 15%** may apply.
- Buyer is responsible for return shipping costs, unless the item was received damaged or faulty.

General Returns Terms:

- No returns accepted without prior approval from Amethyst Royal.
- Items returned without authorisation may not be refunded.
- Shipping fees (original and return) are non-refundable unless the item is deemed faulty.
- Refunds will be processed within **10 business days** of item inspection.

6. Warranty & Care

- Jewellery covered by an active **Professional Care Plan** (sold separately) will be serviced in accordance with plan terms.
- Tools and equipment warranties vary by manufacturer; refer to the product listing or contact us for more info.
- Damage caused by misuse, accidents, or modifications voids any applicable warranty.

7. Liability Disclaimer

- Amethyst Royal will not be held liable for any loss, injury, or damage resulting from the use or misuse of any item sold through the website.

- We are not responsible for allergic reactions to metals, finishes, or polishing compounds.
- We accept no responsibility for shipping delays, third-party courier errors, or loss once items have left our facility, though we do our best to assist in claims.

8. Intellectual Property

- All content on this site (including product images, descriptions, logos, and branding) is the property of Amethyst Royal.
- No part of the site may be copied, reproduced, or used without prior written consent.

9. Privacy & Data Use

- We value your privacy. Personal data is collected only to fulfil orders, provide customer support, or communicate with you about your purchases.
- We do not sell, rent, or share your information with third parties, except as required by law or to fulfil shipping/payment processing.

10. Governing Law

- These Terms are governed by the laws of **Australia**.
- Any disputes will be subject to the exclusive jurisdiction of the courts of **Queensland, Australia**.

11. Contact Us

If you have questions about these terms, returns, or need support:

 Mailing Address: PO BOX 617 Marsden 4132 QLD.

 Phone: 04 3511 4991