



VICTORIA DIAMONDS

LONDON ATELIER

Terms & Conditions

Last updated: 11th Aug, 2026

These Terms and Conditions ("Terms") govern all bespoke and made-to-order jewellery services, consultations, and sales provided by Victoria Diamonds ("we", "us", "our") to customers ("you", "your"). By booking an appointment, placing a deposit, or commissioning a piece, you agree to be bound by these Terms.

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1. ABOUT US

Victoria Diamonds designs and creates bespoke and custom jewellery by appointment only. We do not operate a walk-in retail store or online checkout; all orders are arranged through a consultation process.

Business name: Victoria Diamonds Limited

Registered address: Unit 1801, 18/F, OfficePlus @ Wan Chai, 303 Hennessy Road, Wan Chai, Hong Kong

Business registration number: 80917544

Contact email: info@victoria-diamonds.com

Contact phone: +44 7594 442577

2. DEFINITIONS

“Commission” or “Order” means a bespoke piece of jewellery agreed between you and us following a consultation.

“Design Proposal” means the sketches, CAD renders, specifications, and/or written description of the proposed piece.

“Deposit” means the non-refundable or partially refundable initial payment required to commence work, as set out in Clause 5.

“Delivery” means collection of the completed piece in person or dispatch to your specified address.

3. APPOINTMENTS AND CONSULTATIONS

3.1 All commissions begin with a consultation, by appointment, either in person or virtually.

3.2 Consultations may carry a fee, which will be confirmed at the time of booking. Any consultation fee paid will be credited toward the final commission price if you proceed with an order.

3.3 We reserve the right to reschedule or cancel appointments with reasonable notice. If you wish to cancel or reschedule, please provide at least 48 hours' notice.

4. THE DESIGN AND QUOTATION PROCESS

4.1 Following your consultation, we will prepare a Design Proposal and a written quotation setting out the estimated price, materials, gemstone specifications, and estimated completion time.

4.2 A quotation is valid for 30 days from the date issued. Precious metal and diamond prices fluctuate, and we reserve the right to revise a quotation that has expired or where material costs have materially changed.

4.3 No work will commence until you have approved the Design Proposal and quotation in writing (including by email) and paid the required Deposit.

4.4 Minor variations between the Design Proposal (including CAD renders) and the finished piece may occur due to the handmade nature of bespoke jewellery. We will notify you of any material changes before proceeding.

5. PRICING, DEPOSITS, AND PAYMENT

5.1 All prices are quoted in GBP (£) and, unless stated otherwise, are inclusive of VAT where applicable.

5.2 A non-refundable deposit of 50% of the total quoted price is required before work begins. This deposit covers the cost of materials sourcing and design work already undertaken.

5.3 The remaining balance is due in full prior to Delivery, unless alternative payment terms have been agreed in writing.

5.4 We accept payment by bank transfer, card, or other agreed method.

5.5 If you cancel an order after work has commenced, you may be liable for costs incurred to that point in addition to the Deposit, including non-returnable materials already purchased or cut to specification (see Clause 9).

6. MATERIALS, DIAMONDS, AND GEMSTONES

6.1 We source diamonds and gemstones from reputable suppliers. All diamonds are conflict-free and supplied in compliance with the Kimberley Process Certification Scheme.

6.2 Where a specific diamond or gemstone is selected during consultation, its certification (e.g., GIA, IGI) will be provided with the finished piece where applicable.

6.3 Natural gemstones may exhibit minor variations in colour, clarity, and inclusions that are characteristic of natural stones and do not constitute a defect.

6.4 Where you supply your own stones or materials for use in a commission, we accept no liability for pre-existing damage, flaws, or authenticity issues with materials not sourced by us, and recommend you obtain independent valuation beforehand.

7. LEAD TIMES AND DELIVERY

7.1 Estimated completion times will be provided at the quotation stage. Bespoke work typically takes 4–6 weeks, though complex commissions may take longer.

7.2 Lead times are estimates, not guarantees. We will notify you promptly of any anticipated delays.

7.3 Completed pieces may be collected in person or shipped via insured, tracked courier at your request and cost.

7.4 Risk in the piece passes to you upon collection or upon delivery to the courier, whichever applies. We recommend arranging insurance cover immediately upon receipt.

8. INTELLECTUAL PROPERTY

8.1 Design concepts, sketches, and CAD files created by Victoria Diamonds remain our intellectual property unless otherwise agreed in writing.

8.2 We may photograph finished commissions for our portfolio, website, and marketing purposes. If you would prefer your commission not be used in this way, please let us know in writing before Delivery, and we will respect your request.

9. CANCELLATIONS AND REFUNDS

9.1 Because each piece is made to your specification, bespoke commissions are exempt from the standard 14-day “cooling-off” cancellation right under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, as these Regulations do not apply to goods made to a consumer's specification or clearly personalised.

9.2 If you wish to cancel before work commences, your consultation fee (if any) will not be refunded, but no further charges will apply.

9.3 If you cancel after the Deposit has been paid and work has begun, the Deposit is non-refundable, and you may be charged for any additional costs or materials committed on your behalf beyond the Deposit amount.

9.4 This clause does not affect your statutory rights regarding faulty or not-as-described goods under the Consumer Rights Act 2015.

10. FAULTS, WARRANTY, AND REPAIRS

10.1 All commissions are inspected for quality before Delivery. If you believe your piece is faulty or not as described, please contact us within 14 days of Delivery.

10.2 We offer a 12-month workmanship warranty covering manufacturing defects, excluding general wear and tear, accidental damage, or unauthorised third-party repairs.

10.3 We recommend an annual inspection and professional cleaning to maintain your piece and preserve warranty cover.

10.4 This warranty does not affect your statutory rights under the Consumer Rights Act 2015.

11. VALUATIONS AND INSURANCE

11.1 An independent valuation certificate can be provided for insurance purposes at an additional cost, upon request.

11.2 We strongly recommend insuring your piece upon Delivery, as we are not responsible for loss, theft, or damage once the piece is in your possession.

12. LIABILITY

12.1 Nothing in these Terms limits or excludes our liability for death or personal injury caused by negligence, fraud, or any other liability that cannot be excluded under English law.

12.2 Subject to Clause 12.1, our total liability to you in connection with any commission is limited to the total price paid for that commission.

12.3 We are not liable for indirect or consequential losses, including loss of enjoyment, arising from delays or defects.

13. DATA PROTECTION

13.1 We process your personal data (including contact details, design preferences, and payment information) in accordance with UK GDPR and the Data Protection Act 2018.

13.2 Your data will only be used to manage your commission, communicate with you, and, where you consent, for marketing purposes. Full details are set out in our separate Privacy Policy.

14. COMPLAINTS

14.1 If you are unhappy with any aspect of our service, please contact us at info@victoria-diamonds.com and we will aim to resolve your complaint within 14 days.

15. GOVERNING LAW AND JURISDICTION

15.1 These Terms are governed by the laws of England and Wales.

15.2 Any disputes arising from these Terms or your commission shall be subject to the exclusive jurisdiction of the courts of England and Wales.

16. CHANGES TO THESE TERMS

We may update these Terms from time to time. The Terms in effect at the time you place your Deposit will apply to your commission.



This document is a general template and does not constitute legal advice. Please have it reviewed by a qualified solicitor before publishing or relying on it, to ensure it reflects your specific business practices and complies with current UK consumer law.