

Über Vintage

Jewellery - Ceramics - Art glass

Delivery and Returns

Delivery plus Costs (for UK Mainland orders)

We will use reasonable endeavours to process (not deliver) your order within five working days of the date we receive your order. The time for delivery is not guaranteed by us.

The cost of Delivery is free on jewellery orders over £50 within the UK mainland.

Your order will be delivered via the most suitable carrier, depending on weight and size. This can take up to 7-10 days after placing an order. Your order could be delivered anytime between 7am and 9 pm and a signature will be required upon receipt. The carrier will leave a calling card if you are unavailable to accept delivery of your goods.

Please follow the re-delivery instructions. The package will be returned to us if you do not follow the re-delivery instructions. In these circumstances you will be required to pay the re-delivery charges before we attempt to re-deliver the items or products to you.

We will use reasonable endeavours to deliver items or products ordered by you within the estimated timescales. However delays are occasionally inevitable due to unforeseen factors or events out of our control, for example extreme weather, flood or fire. Ubervintage.co.uk shall have no liability to you or any third party for any loss you or a third party may suffer as a result of any delay or failure to deliver the items or products within the estimated timescales.

This free service will not apply if multiple items are purchased and sent to multiple addresses.

We do not deliver on a Bank Holiday. All delivery costs are non refundable.

To ensure the secure delivery of your order ubervintage.co.uk does not deliver to P.O boxes.

Delivery and Costs for international orders

Please contact us for prices for international orders.

We will aim to process (not deliver) your order within five working days of the date we receive your order.

Please allow up to 12 days for delivery.

Local import taxes or duties are the responsibility of the customer. Please be aware that delays can occur when such charges are made by the Customs or Revenue Authorities. We have no control over these charges and therefore cannot predict what they may be. You may wish to call your local Customs or Revenue Authorities for additional information and advice.

International shipping carriers may be used to deliver. A calling card will be left if you are not around to accept delivery of your goods. Please follow the re-delivery instructions. The package will be returned to us if you do not follow the instructions. In these circumstances you will be required to pay the re-delivery charges before we attempt to re-deliver the items or products to you.

We will make every endeavour to deliver goods within the estimated timescales. However delays are occasionally inevitable due to unforeseen factors or events outside our control, for example extreme weather, flood or fire. ubervintage.co.uk shall have no liability for any delay or failure to deliver the products within the estimated timescales.

We do not deliver on a Public Holiday.

All delivery costs are non refundable.

Please note our free delivery service applies to UK orders only and not to any orders to be delivered outside the UK.

Returns and Refunds

We are sure you will be delighted with your purchase but should you wish to return it you must notify us in writing within seven days of the date of delivery otherwise your right to return the item or product will be deemed to have been forfeited by you. Cost of return delivery to be paid by you.

Please ensure that it is packaged well as we cannot be held responsible for any loss or damage incurred in the return of the goods. In its original state including any paper labels etc. Refunds can only be made to the original purchaser. We reserve the right to refuse a refund.

An email will be sent with the return delivery address.

We will refund the purchase price paid by you but not the original delivery charges.

You can return your item via the Post Office or International equivalent. We advise using Royal Mail within the UK, but please remember to obtain a Certificate of Posting as proof of posting. Please keep this in a safe place until your refund has been made. Please note Royal Mail will cover your parcel against theft or loss only if you pay for use of their Special Delivery service.

Refunds will be processed within five days of our receipt of your item or product and ubervintage.co.uk will send you an email to let you know that we have received it and are processing the payment. After you have received this email, please allow a further 10-15 days before your account is credited.

ubervintage.co.uk cannot be held responsible for any items or products lost in transit. All such items or products are at your risk.