



Helpline 0845 259 1358  
Voicemail 0800 471 5001  
Website [www.fameo.co.uk](http://www.fameo.co.uk)  
E-mail [info@fameo.co.uk](mailto:info@fameo.co.uk)

## Online shopping

### How do I know the order has been placed?

After you complete your order checkout by pressing the "Place your order" button, you will see a message "Your order is now processing. Please wait for the order confirmation". Order processing can take between 10 seconds to 3 minutes, depending on the payment method you choose and items you ordered. As soon as your order is processed, you will be redirected to the order details screen at [your account's](#) despatch centre, where you will be able to see your order reference number, status of your payment and estimated despatch information.

Additionally, we will send you an order confirmation e-mail, if you have a verified e-mail address. You can always review the status of your order and check if it's paid and accepted by selecting the "Order tracking" option at the top of your order details screen. You can also download or print a copy of the order for your records.

### How long will it take to deliver my order?

We do our best to accurately estimate when your order will be despatched, however our estimated despatch dates are based on several factors, including your destination address, product status and it's availability. We calculate delivery estimates by taking our estimated despatch dates and adding the time it takes a package to travel from our London office to your destination address in the UK. Time and schedules are always measured in working days, where our working days are between Monday to Friday and do not include Saturdays, Sundays or Public holidays.

Generally all orders can be despatched on the next working day or scheduled for despatch for the date specified by you during the order checkout. Our cut off time is 2pm (GMT) for next working day despatch and we are only able to despatch during the working day. Sometimes we will update our delivery estimates based on the most recent information we have, so please remember to check your order estimated delivery date in [your account's](#) despatch centre.

For more information, please refer to the ["Availability guide"](#) and ["Delivery dates"](#)

### Do I have to sign for my package?

Yes, a signature is required on receipt of the package, without exceptions, for proof of receipt and in order to provide [insurance during transit](#) of your package. Our standard delivery will be made before 9:00 am on Monday to Saturday. Alternatively, you can request us to deliver before 13:00 pm Monday to Saturday, by posting your instruction for your open order in the despatch centre at [Your account](#), within 24 hours before the order's estimated despatch date.

If you are not in when your package arrives the postman will leave a note for you and take the package to your local sorting office. The note will contain instructions on how to either collect the parcel or to arrange a more convenient delivery time. If an attempted delivery fails (such

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as the wrong address specified on the order), we reserve the right to charge [re-deliver fees](#) or to deduct the delivery costs courier return fee from any refund if the order is subsequently cancelled.

For more information, please refer to "[Delivery Times](#)" and "[Delivery restrictions](#)"

## What forms of payment are accepted?

To order online you will need any major credit card, such as Visa, MasterCard/EuroCard, JCB or American Express or any of the following [debit cards](#): Visa Electron, Visa Delta, Solo, Switch/Maestro UK and International Maestro. Unfortunately we cannot accept Diners Club and Discover cards. Your credit card or bank account will be billed by "FAMEO" (appears on your statement) in pound sterling. If your card is registered to an address outside the UK, the billing will appear on your statement in the currency of the country in which the card is registered. We will make every effort to ensure that the amount charged is the equivalent of the pound sterling price current on the day of processing your order.

If you do not have a credit or debit card, it is still possible to order jewellery from our online boutique. We accept domestic, cross border and international [bank transfers](#) for all orders, Paypal payments for qualifying orders and approval by the [Customer service](#) representative and Fameo Gift Certificates.

Alternatively you may print your order and return it, together with your postal order, bank draft or personal cheque, made payable to "Fameo Limited", to: Fameo Ltd, PO BOX 53964, LONDON SW15 2TW. Your cheque should be denominated in pound sterling and drawn on a UK bank.

For more information please refer to "[Payment options, VAT and pricing](#)"

## How much do you charge for delivery?

We are offering [FREE delivery](#) on all orders via Special Delivery 9.00am by Royal Mail to mainland addresses in England, Wales and Scotland and via Special Delivery Next Day by Royal Mail to UK Highlands, Jersey, Guernsey, Isle of Man and Scottish Isles. We are able to deliver to British Forces Post Office (BFPO) addresses for a fixed delivery charge of #25.00. For more information please refer to "Delivery rates".

Under special request we can arrange international insured delivery. Below the estimated delivery rates to certain geographical locations, excluding any import duties or additional taxes you may be responsible for:

### **Western Europe - #25**

Andorra, Austria, Belgium, Denmark, Faroe Islands, Finland, France, Germany, Iceland, Ireland, Italy, Liechtenstein, Luxembourg, Monaco, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland, Vatican City State (Holy See), Gibraltar, Greece, Greenland and San Marino.

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### **North America - #55**

Canada and USA (all 50 states).

### **Asia and Pacific - #75**

Australia, Japan, South Korea and New Zealand.

To get a detailed quote of the [delivery cost](#) to your country, please contact our [Customer Service](#), before placing an order.

## **How do I view the status of my order?**

The quickest way to check the status of your order is to do it yourself, by signing in to [Your Account](#) and visiting the Despatch centre. At the Despatch centre you will see all your open orders and an indication if it has been despatched to you and/or received by you. An order is considered to be open if it has not been delivered to your designated delivery address or cancelled.

To find out more about the current state of your order, go to the order details page. If you will see the "Not yet despatched" message on top of your designated delivery address, check your item availability and if your payment was successful. Alternatively, click "Tracking details" to review your order fulfilment process log and [customer service](#) notes regarding your order, if applicable.

## **How do I cancel items from an order?**

The quickest way to cancel items from your order is to do it yourself, by signing into [Your Account](#) and visiting the Despatch centre. At the Despatch centre you will see all your open orders and an indication if it has been despatched to you. You can cancel part of the whole order, only if the order hasn't been despatched to you.

To cancel part of the whole order, find the order you want to change and go to the order details page. Click "Manage order" located on the top of the order details screen, select "Cancel part or whole order" and press the "Next step" button. On the following screen tick the box next to the item you want to cancel and press the "Submit" button. To cancel the whole order, select all items and press the "Submit" button.

## **What if the package is lost during delivery?**

In addition to [free delivery](#) to a UK mainland address, we offer free order [delivery assurance](#) for every shipment, against lost or damaged products on arrival and during transit from Fameo office to your UK delivery address except the Channel Islands, Isle of Man or HM Forces addresses.

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Claims for lost products or whole delivery replacements must be made through our customer services within 10 days of despatch. If we are unable to replace your product due to product limited availability, we will grant a full refund following our [refund guidelines](#).

For more information, please refer to "[Delivery assurance](#)" and "[Refund guidelines](#)".

## **How are duties and taxes calculated?**

The price amount displayed for goods sold by Fameo are exclusive of UK VAT and your final price may differ depending on the actual VAT rate that is applied to your order. You will be able to see your final price inclusive of applicable VAT before you confirm your order, when you have completed your delivery address and get to the order confirmation screen. The UK VAT standard rate is 17.5% and it will be added to the total of your order after providing all the necessary information to complete your order.

Unfortunately, we cannot accommodate addresses or specific VAT rates for customers outside the VAT territory of the European Union (EU), such as the Canary Islands and Aland Islands, European Union (EU) destinations or customers outside of the European Union (EU), and customers in these areas will be charged UK VAT standard rate of 17.5% on placing an order. We also are legally ineligible to participate in the VAT Retail Export Scheme, which reimburses VAT to customers when they purchase goods for export outside of the European Union.

It is a legal requirement that we declare the full value of the goods on all packages destined outside the European Union, and shipments may be subject to import duties and taxes, which are levied once a shipment reaches your country. Additional charges for customs clearance must be borne by you; unfortunately we have no control over these charges and cannot predict what they may be. If you have paid import duty for goods received, and subsequently return the goods to us, it should be possible for you to claim a refund of duties from your local Customs authority. To do this, you will need to show them proof of duty paid and proof of export (e.g. certificate of posting) when claiming [your refund](#). Should you have any further queries on duties payable, please contact your local customs authority.

## **What about price changes and errors?**

All prices are listed in British Pounds and all orders placed on Fameo Online Jewellery Boutique will be charged in British Pounds. Except where noted otherwise, the price displayed for products (List price) on our website always represent the final retail price.

We work hard to ensure the accuracy of pricing, but despite our efforts, pricing errors may still occur and if the product's price is higher than our listed price, we will either advise you of the true cost and await your confirmation of your order at the higher price or inform you that we cannot accept your order and explain the circumstances surrounding such cancellations.

Prices for the items with "pre-order" status sometimes change between the time the item is listed on our website and the time it is actually released. Items in your [shopping basket](#) always

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reflect the current price displayed on the product details page. Please note, placing an item in your [shopping basket](#) or saving to your list does not reserve the price shown at that time on the product details page. Price may decrease or increase between the time you saved it in your [shopping basket](#) or list and the time you actually purchase it.

We also reserve the right to make price adjustments if it is discovered that the price is incorrect or to protect us from price rises for reasons such as a gold or gemstones price increase, new taxes and currency fluctuations.

### Why I got "Pending payment" message?

Payment status displayed on your order details page could be either "Payment received" or "Payment pending". If you see the "Payment pending" message, it means that during the order checkout you choose to pay by cheque or bank transfer, but we haven't received your payment yet or that you paid by credit or debit card but we couldn't get authorisation to charge it.

To find out exactly what the problem is, click "Tracking details" and explore the order fulfilment log. If you were paying by credit or debit card and we couldn't authorize it, you will see an error message in the log. If this is the case, we suggest you provide an alternative card or change your payment method by clicking "Manage order" and selecting the "Pay or change payment details" option.

Also, please note that we charge your card when you place an order, not when your order is despatched.

### How do I place my first order?

Placing an order for your perfect piece of jewellery at Fameo Online Jewellery Boutique takes 3 steps, which is easy, straight forward and a secure process, backed up by the latest 128-bit encryption technology in all parts of our website, which requires you to provide your personal account information.

#### 1. Find what you like

All [Fameo jewellery](#) is offered through 3 catalogues: Boutique collections, Fine jewellery and Luxury gifts. If you are looking for high-end couture and award winning jewellery pieces, visit the Boutique collections catalogue. There you will see Fameo's most recent collections of jewellery and the latest readers offers. If you are seeking classic [jewellery design](#), thinking about custom made jewellery pieces or searching for an unusual ring, check out our Fine jewellery catalogue. There you can request customisation of any [jewellery design](#) or simply buy it as is. And finally, if you are thinking of buying somebody a jewellery gift, visit the Luxury gifts catalogue. There you will find affordable, no-commitment jewellery, such as pendants, charms and earrings.

We organize all of [our jewellery](#) in descriptive categories, which are available at the bottom of every jewellery page in a pink box. There are five jewellery categories applied to [all jewellery](#) items: Form, Style, Gemstones, Theme and Price. In addition, each catalogue has it's own

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categories addressing a number of unique features of the jewellery it contains. And if you find the categories confusing, see if [our jewellery](#) labels created by other customers are of any use. To switch from categories, click the "Try jewellery tags" link on the right hand side of the categories pink box.

For those who are limited to the strict jewellery specification or do not like browsing, we have created advanced search forms, which allow you to specify any aspect of the jewellery piece. There are 3 specialised [jewellery search forms](#), which allow you to search all catalogues by defining the [jewellery design](#), [diamond characteristics](#) or [colour gemstone](#) detail. No special knowledge is required to use any of the search forms and you don't need to learning anything about diamonds or coloured stones grading.

## 2. Make up your mind

Once you have found a jewellery piece you like, check the details page, where you will find multiple pictures covering every angle of the item, a description and price. Scroll down the page to review "What is it made of" section which contains detailed specification of the jewellery item, including the type of metal, metal weight, type of settings, gemstone and diamond grades. Click "In the box" to see how this item is packaged and what will be included with your order. Check the "Reviews" section if somebody shared their opinion or if this item was reviewed and has additional photo's or video's. If you still have any questions, use the "Ask a question" feature to contact [customer service](#) for a fast and professional reply.

Once you have decided which jewellery piece you would like to buy, check if you have selected your correct size for the ring or preferred/available size for other jewellery items and click the "Add to basket" button. You will be presented with a screen confirming that your selection has been added to your [shopping basket](#) and a choice of additional jewellery, suitable for you selection or variations of your current selection. You can click the "View basket" and review what you put there so far. Your [shopping basket](#) is there to store items you plan to buy. You can always delete items from your [shopping basket](#) or if you are not ready to buy it, consider creating a wish or shopping list and saving your selection for later consideration. Please note, that your [shopping basket](#) will only display the total of the items, excluding VAT or any other fees or discounts that may apply to your order.

## 3. Place your order

To start filling in the order form, select if you are a new or returning customer and press the "Proceed to order checkout" button. If you are a new customer, we will ask you to create a Fameo ID and password. You can choose to provide us with your e-mail address and we will ask you to verify it later. If you don't want to share your e-mail and verify it with us, choose "I will sign in to track my order on-line". The rest of the order form is easy to follow. We will ask you to provide a recipient name and destination where we should deliver your order. To help you enter the delivery address, we have a postcode finder, which you can use to find and select your destination in a few seconds. Next, you will be given a complimentary option to choose a gift card, write a gift message and instruct us to gift-wrap your order. Next, tell us how you want

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to pay for your order. We accept Visa, MasterCard/EuroCard, JCB, American Express, Solo, Maestro, Visa Delta, Visa Electron, all types of [bank transfers](#), personal cheque drawn on a UK Bank, sterling bank drafts and Fameo Gift Certificates as payment. Please note, that all orders must be prepaid. Finally, check the information you have provided so far and make adjustments by clicking the "Change" button next to the relevant information. When ready, confirm that you agree with Fameo [terms and conditions](#) for sale of goods and press the "Place your order now" button to submit your order. Order processing can take between 10 seconds to 3 minutes, depending on the payment method you choose and items you ordered. As soon as your order is processed, you will be redirected to the order details screen at [your account's](#) despatch centre, where you will be able to see your order reference number, status of your payment and estimated despatch information. Additionally, we will send you an order confirmation e-mail, if you have a verified e-mail address. You can always review the status of your order and check if it's paid and accepted by selecting the "Order tracking" option at the top of your order details screen. You can also download or print a copy of your order for your records.

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