

Terms & Conditions

Effective Date: 1st August 2025

Welcome to E&R Creations. By using our website and purchasing our products, you agree to the following terms and conditions. Please read them carefully before placing an order.

1. Business Information

E&R Creations is a 100% indigenous owned and operated online jewellery store based in Australia. All products are handcrafted using mother of pearl shells and other natural materials.

2. Use of Website.

You agree not to misuse this website or its content. You may not copy, reproduce, republish, or exploit any part of our site or products for commercial purposes without our written permission.

3. Product Information

We make every effort to display our products and their details as accurately as possible. Due to the natural variation in mother of pearl and handmade craftsmanship, slight differences in colour, texture, and appearance may occur. These variations are part of the unique beauty of each piece and are not considered faults.

4. Pricing & Payment

All prices are listed in Australian Dollars (AUD) and include GST where applicable.

We accept payments securely via:

- **Stripe** (credit/debit card payments)
- **Afterpay** (buy now, pay later)

By placing an order, you confirm that the payment details provided are valid and that you are authorised to use the payment method.

5. Order Confirmation

Once you place an order, you will receive an order confirmation email. This email confirms receipt of your order but does not guarantee acceptance. We reserve the right to cancel or refuse any order at our discretion (e.g. due to stock issues, pricing errors, or suspected fraud).

6. Shipping & Delivery

Please refer to our **Shipping Policy** for details on processing times, delivery options, and tracking.

7. Returns & Exchanges

Returns, exchanges and refunds are handled according to our **Returns & Exchanges Policy**. We do not offer refunds for change of mind. Earrings are non-refundable for hygiene reasons, unless faulty.

8. Intellectual Property

All content on this website, including images, product designs, text, and logos, is the property of E&R Creations and protected under copyright laws. Use without permission is strictly prohibited.

9. Limitation of Liability

To the fullest extent permitted by law, E&R Creations is not liable for any indirect, incidental, or consequential damages arising from the use of our website or products. We do not guarantee that the site will always be error-free or uninterrupted.

10. Privacy

Your privacy matters to us. Please see our **Privacy Policy** for information on how we collect, store, and use your personal information.

11. Changes to Terms

We may update these Terms & Conditions from time to time. Any changes will be posted on this page, and your continued use of the website indicates acceptance of those changes.

12. Contact Us

If you have any questions about these Terms & Conditions, please contact us at:

Email: ercreations09@gmail.com