

DanZo Gems – Terms & Conditions

By placing an order on our website, you agree to DanZo's Terms & Conditions, as explained here:

1. Who we are

- DanZo Gems is a mine-to-market retailer of gemstones, registered in France (CIREN 989 732 581).
- Our primary contact for orders is danzo.gemstones@gmail.com.
- We sell natural, responsibly sourced gemstones. Each gemstone is unique. While stone color may vary in different light conditions, we strive to represent the stones as accurately as photographically possible. Small differences in color, size, or inclusions compared to the photos may exist. Generally speaking, inclusions are more visible in the photos than to the naked eye.
- All our gemstones are natural and responsibly sourced and come with certificates which explain the origin and characteristics of each stone, following analysis by our certified gemologists.

2. Prices & Payment

- All prices are shown in Euro, and will be received in Euro bank account, based in France.
- For customers in France, listed prices include VAT when applicable.
- For customers outside the EU, you may need to pay customs duties or import taxes, which may be calculated based on the parcel's value. These costs are your responsibility.
- We accept payments via debit and credit card (via the stripe application) and via paypal. We are also able to accept payment by bank transfer, by request.

3. Orders & Shipping

- Orders are confirmed once payment is received.
- We aim to prepare and ship all orders within 3–5 business days.
- Shipping is done with insurance via trusted carriers (e.g. DHL, FedEx, La Poste, etc.).
- You will receive tracking information once your order has been shipped.
- Estimated delivery times:
 - Within Europe: 3–7 business days
 - Worldwide: 7–14 business days (customs may cause delays)
- Risk of loss or damage passes to you, the customer, once the parcel is handed to the carrier and you have been provided with tracking information by email.

4. Returns & Refund Policy

- Customers have the right to cancel your order for full refund within 14 days of receipt. Items must be returned in original condition and with original packaging.
- Return shipping costs are the customers responsibility, and parcels should be shipped using an insured carrier, with tracking services.
- After the parcel has been received and inspected, your refund will be processed within 14 days.
- Refunds are made to the original payment method used.
- Exchange services are not provided. Once your parcel has been returned and refunded you will be free to purchase a different stone or stones from DanZo's webstore.

5. Governing Law

- These terms and conditions are governed by French law. Should any dispute arise which cannot be resolved amicably via email and telephone call, you will be invited to use the EU's online business dispute resolution platform.

Thank you for choosing DanZo Gems.

I understand and agree to DanZo's Terms and Conditions described above.

Please sign with your initials inside the box.