

# Vallumier Diamonds — Terms of Service and Sale

Last updated: 30 September 2026

## 1. Seller and scope

Vallumier (ABN 52 875 141 690) supplies the jewellery sold through [vallumier.com](https://vallumier.com) and its linked ring builder. Contact us at [info@vallumier.com](mailto:info@vallumier.com) or PO Box 12578, Adelaide St, Brisbane City QLD 4000. These terms govern purchases from us, including custom and made-to-order pieces, whether you begin in Shopify or the ring builder. The Website Terms govern general use of the site. This document controls a purchase if the two documents differ. The Privacy Policy explains information handling. Nothing here excludes rights that cannot lawfully be excluded.

We currently accept orders for delivery within Australia only. The specifications, price and delivery commitments agreed in an accepted order confirmation form part of that order. An expressly agreed specification prevails over a general description here. We will make these terms available before payment and identify the version applying to your order.

## 2. Product information and claims

Review the metal and purity, ring size, dimensions, stone origin and grading, design features, production estimate, delivery charge and total price before paying. Images and digital previews are illustrative and may differ in scale, lighting and screen colour. We will supply the agreed specifications, subject only to tolerances disclosed before purchase. We will seek your approval before a material substitution or design change.

Lab-grown diamonds are diamonds made by technological processes rather than mined from the earth. We will distinguish them from natural diamonds and identify any simulant, treated stone or other material where relevant. The product listing or approved order confirmation will specify whether an individual grading report accompanies the centre stone; do not assume every small accent stone has its own report. Carat measures weight, not visible size. Grading and measurements are those of the named issuing laboratory where a report is supplied.

We make environmental, social, origin, traceability or comparative claims only where the claim is specifically stated and supported. Lab-grown production uses energy and resources. Choosing a lab-grown stone does not itself establish that the finished jewellery is carbon neutral, conflict free or more sustainable in every respect than a mined alternative. Any charitable donation initiative is described separately with its actual basis, recipient and timing; it is not an automatic feature of every purchase unless expressly stated.

## 3. Order and acceptance

A listing invites you to place an order. We accept an order when we send written acceptance or confirmation that production will proceed. An automated submission or payment receipt alone may only acknowledge receipt. If we cannot accept because of unavailability, inability to meet specifications, suspected fraud or an obvious error, we will explain and promptly refund payment for the unaccepted order. We will not charge a higher price or substitute a materially different item without your consent.

For a custom piece, we will confirm the agreed metal and purity, ring size, width and setting height where applicable, centre stone specifications, relevant grading report, engraving or birthstone choices, price, estimated completion and delivery, and any material tolerances or exclusions. Tell us promptly if the confirmation does not match your request. Any separate design fee, revision limit or licence for a bespoke design must be agreed before payment.

#### **4. Production, changes and cancellation**

Production starts only when a jeweller actually begins work on your piece. Payment, an automated order receipt, ordering a material, or approval of a design does not by itself mean production has started. We will keep a record of the start date and tell you whether production had started when we received a cancellation request.

Email [info@vallumier.com](mailto:info@vallumier.com) promptly if you wish to change or cancel a custom order. Before production starts, we will cancel on request and refund the full price paid. After production starts, a change-of-mind cancellation does not have a guaranteed refund. We will consider completed work, committed materials and costs reasonably avoidable or recoverable, explain any proposed refund and give a reasonable breakdown. We will not impose an undisclosed fixed fee. We will quote any feasible change, added cost and timing for your approval before carrying out the extra work. This section does not limit a cancellation or remedy required by law, including for non-supply or a failure to meet a consumer guarantee.

#### **5. Price and payment**

Prices are in Australian dollars and include GST where applicable. Mandatory charges are included in the displayed total; optional delivery or other optional charges are disclosed before payment. The checkout total is payable unless you later approve a change. We may correct a clear error before acceptance. After acceptance, we will honour the agreed price unless you agree to a change or the law permits otherwise. Payment is made using the method shown at checkout; card details are handled by the checkout payment provider. Do not send full card details by email.

#### **6. Production and delivery**

We aim to produce and deliver an accepted order within three months, unless we agree a different date with you in writing. This is a current estimate, not permission to delay an agreed essential date. Tell us before ordering if delivery by a particular date is essential so we can say whether it is achievable. We will notify you promptly of a likely delay, provide a revised estimate and explain the options available under law. Shipping methods, cost and any signature requirement are shown before payment. We insure shipments. Contact us if a parcel is lost or damaged before delivery; we remain responsible for supplying your order as required by law.

#### **7. Change of mind and consumer guarantees**

We do not offer returns solely because a customer changes their mind, whether the item is ready-made, custom, engraved, resized or on sale. This does not affect Australian Consumer Law rights. Custom and sale items must still meet the consumer guarantees, including acceptable quality, matching description and suitability for a purpose disclosed to and accepted by us.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. If there is a major failure, you may be entitled to reject the goods and choose a refund or replacement, or retain them and seek compensation for their reduced value. For a minor failure, we may repair the goods within a reasonable time; if we do not, other remedies may apply. You may also be entitled to compensation for reasonably foreseeable loss. The applicable rights depend on the circumstances and are not cut off by a fixed warranty period.

Email [info@vallumier.com](mailto:info@vallumier.com) with your order number and a description of the concern; photographs can help but are not mandatory. We may reasonably inspect the item, will explain a safe return method and will assess it within a reasonable time. If the item fails to meet a consumer guarantee, we will pay or reimburse reasonable return costs as required by law. We will not require you to seek a remedy from the manufacturer or grading laboratory. Normal wear, misuse, accidental damage or third-party alterations do not automatically constitute a defect, but do not remove rights concerning an unrelated

failure.

## **8. Complimentary resize and repairs**

We offer one resize without a resizing labour charge for each ring purchased from us, provided the requested change can be performed safely. This is a voluntary service in addition to consumer guarantees. Contact us first; for a voluntary resize, you pay secure postage to us and return postage, and we will disclose the return amount before you send the ring. If a design or requested size change makes resizing unsafe or impossible, we will explain the reason and discuss available options and any cost before work begins. We do not promise that every design can be resized to every size. If the ring is faulty or does not match the agreed size, the voluntary resize postage rule does not displace your consumer guarantee remedies or reasonable return-cost rights. Other repair charges and timing will be agreed in writing before paid work.

## **9. Reviews and supplied material**

You must have permission to supply any sketch, image, engraving text or other protected material. We may decline to reproduce another person's protected design. You retain rights in material you provide. If you choose to publish a review, you permit us to display and moderate that review in connection with our business, subject to law. We will obtain any consent required before using your identifiable story, likeness, private messages or commission images in marketing.

## **10. Issues outside our control and disputes**

If an event beyond our reasonable control causes delay, we will notify you, take reasonable steps to limit the effect and discuss your lawful options. It does not automatically allow us to retain payment for goods we cannot supply. Nothing in these terms excludes or limits liability or remedies that cannot lawfully be excluded. Contact [info@vallumier.com](mailto:info@vallumier.com) with a complaint; we will investigate and respond within a reasonable time. You remain free to contact a fair trading agency or use an available court or tribunal.

## **11. Changes and governing law**

The version supplied before acceptance governs your order. We will not retrospectively change an accepted order without agreement or lawful basis. If a clause is unenforceable, the remaining terms continue where possible. Queensland law governs, subject to mandatory consumer protections and the jurisdiction of any court or tribunal lawfully available to you.