

Terms & Conditions

gallery deux poissons is dedicated to offering high quality products and services for your total satisfaction.

If you have any suggestions or comments please e-mail us at: info@deuxpoissons.com

Inquiries

Please contact us by e-mail at info@deuxpoissons.com if you have any questions related to products or orders.

Order confirmation

When you place an order to purchase a product from us by e-mail, we will send you an e-mail order confirmation that contains the details of your order.

Once you approve the order confirmation, we will start production only upon receipt of full payment.

Cancellation or change to the order

The gold wedding ring is made to order. We will therefore not be able to accept cancellation of the order once production has started. After we receive your firm order with full payment, any amendments to your order will incur an additional charge.

Returns or exchanges

We will not be able to accept a return due to your personal preference.

We take all possible precautions in ensuring that our products meet our high quality standards. If for some reason, your ordered items need to be exchanged, we ask you to send us photographs of the product along with a reason for exchange. If the product is found to be defective, we will replace it.

How to measure ring size

When placing an order by e-mail, the accuracy of the ring size measurement is the customer's responsibility. Please be aware that we do not take responsibility if the measurement is incorrect. For your reference, we provide a ring size chart guide in Japan, USA, and UK ring sizes.

When you place an order by e-mail, we make a ring to the ring size (JAPANESE SIZE) that you confirmed in the order confirmation. If, by any chance, the size you have ordered does not fit, we will resize your made to order ring at extra charge. Please be sure of your ring size very carefully when ordering by e-mail, as we are unable to provide size consultation. (* In case of resizing the ring 1 or 2 sizes smaller, an extra charge of 8,000yen or more per ring will be charged. In case of resizing the ring two or larger sizes up or down, the additional charge will vary depending on the ring size. We will provide you with an estimate. The customer is responsible for all shipping charges of resized items.)

Product damage or loss during transportation

International orders are dispatched via EMS, International Express Mail Service offered by Japan Post Service.

gallery deux poissons is responsible neither for any damage nor loss during transportation.

The parcel shipped via EMS includes insurance coverage against standard liability.

Overseas Import duty and tax

Please note, gallery deux poissons is required by law to declare the exact value of all items ordered and mark them as dutiable 'merchandise'. If your delivery address is outside of Japan, you may be required to pay overseas import duties and taxes when your order reaches your country. Please be aware that these and any additional charges for customs clearance are your responsibility.

Time of delivery

When you place an international ring order by e-mail, we start production only after you approve the order confirmation, place a firm order and we receive full payment. From the production to the time of delivery, it takes approximately 4 - 6 weeks.

We will do our best to get your order delivered within the aforementioned delivery period.

However, in case of any delay in the delivery of products ordered due to problems such as flight delays, severe weather, product loss, custom house delays and any other unforeseen circumstances, gallery deux poissons holds no liability to you.

Post-purchase and maintenance service

gallery deux poissons offers product repair or maintenance services at additional fees. Please request an estimate.