

RETURNS POLICY

Please inspect an item before purchase to make sure you are happy with it. All items are sold as per their description. Normally this means the gold value or whether it's silver, platinum or palladium; the diamond content if known; and any other stone if known. If a stone is not known, an item maybe described as, "9ct white gold with blue stone" so as not to misdescribe it and assume the stone is a sapphire, for instance. We will never knowingly misdescribe an item.

Returned items will only be accepted if returned in the same condition they were bought in with proof of purchase and if, for example, a ring was resized elsewhere, this constitutes as not the same condition it was bought in. If you had a ring resized with us the value of the ring size will be taken off first, as this was a cost to us when the ring was purchased, and then a credit note or exchange offered up to that value. Returns can be made within 7 days of purchase and a credit note up to the full purchase price or an exchange up to the same price will be offered. After 7 days and up to 30 days, we will offer to buy back the item at 60% of its original value or a credit note up to the full price offered.

Items sold "on approval" whereby items are sold on behalf of someone else, cannot be returned.

REPAIRS

We have very high standards with regard to repairs and use a goldsmith of over 30 years experience. However, if a repaired item is not up to your liking we will endeavour to rectify the issue free of cost to yourself. If the value of the repair is not known, the item will be shown to the jeweller and a quote given. A decision to go ahead or not can then be made. A rough estimate of timescale will also be given.