

RETURNS

HOW TO RETURN OR EXCHANGE YOUR ITEM

At Edwards Jewellery, we strive to ensure our customers are delighted with their purchase and receive the best service possible. If, for any reason, you are not satisfied with your item, you are entitled to a full 30-day money-back guarantee from the date you receive your jewellery. This also covers any faulty items. Alternatively, we offer the option to exchange your piece if you find something you prefer.

HOW DO I RETURN MY ITEM?

To initiate a return, please contact us at info@edwardsjewellery.com and let us know you'd like to return your item. We will issue you a return number and email a returns form for you to complete. You may also include a covering letter if necessary.

Return Address:

EJ Returns

95 Spencer Street
Suite 310
Birmingham, B18 6DA
United Kingdom

Ensure your item is returned in its original box, along with all accompanying documentation. Failure to include the original packaging or any documents may result in delays or deductions from your refund amount.

Please send your return using a reputable postal service or courier and insure the item for its full value while in transit. Edwards Jewellery is not responsible for any loss or damage that occurs during shipping.

Once your item has been shipped, email info@edwardsjewellery.com with the date of postage and tracking number so we can monitor the parcel. We will confirm receipt of the item and proceed with the return or exchange.

HOW LONG WILL THE RETURN/EXCHANGE TAKE?

Once we receive your item, our Returns Department will inspect it to ensure it is in original, unworn condition. If the item shows signs of wear, damage, resizing by another jeweller, or has been mishandled, it will not qualify for a refund. If the item has any missing diamonds or damage that was not previously noted, it will not be eligible for return. All items are thoroughly checked by our expert craftsmen before dispatch.

Once your return is approved, please allow 8-10 working days for the refund to be processed.

If you are unsure whether your item qualifies under our 30-day guarantee, please contact us at info@edwardsjewellery.com.

ARE THERE ANY ITEMS NOT COVERED UNDER THE RETURNS POLICY?

- **Bespoke Items:** Custom jewellery made to order, where designs were approved throughout the process, is not eligible for a refund.
- **Engraved Items:** Personalised jewellery with engravings cannot be refunded or resold.
- **Worn or Damaged Items:** Any jewellery that shows signs of wear or has been damaged while in your possession is not eligible for return.