

Frequently Asked Questions

1.) How can I return something?

If you need to return an item to us, please e-mail info@smurrayjewellers.co.uk with your order number and the details of the item that you are looking to return with 7 days of delivery. We will then provide you with the necessary paperwork to return this.

It is essential that you use Royal Mail's Special Delivery service or other postal service which means if any items are lost in transit they will be insured. Always keep proof of postage.

2.) When I have returned an item when will I to receive my refund?

As long as items are returned in line with our returns policy, in perfect condition and in their original packaging we will provide you with a full refund or exchange. Regrettably, bespoke jewellery custom made to your requirements and earrings for hygiene reasons cannot be refunded or exchanged unless they are defective or faulty.

Once we have processed your return you will receive your refund within 3 - 5 working days on receipt of the item(s) being returned to us.

3.) Can I place an order over the phone?

We only accept payments in-store or online.

4.) Can I reserve an item to pick up and pay for in-store?

Yes, you can reserve an item and pay for this in-store.

5.) What guarantee do I receive with my purchase?

We treat each case on an individual basis, looking at wear and tear since purchase and the reason for returning the item. There is no official warranty period on any items.

6.) What do I do if I have damaged my S Murray jewellery?

If you have damaged a piece of jewellery and would like to enquire about getting this repaired, please e-mail info@smurrayjewellers.co.uk with a photo and description of the damage. We will then be able to provide you with an estimate to complete the repair. Alternatively, you can pop in-store and our in-house Jeweller will be able to provide you with a quotation.

7.) Can all rings be resized?

Most rings can be resized other than rings such as 100% channel set eternity rings. Charges for this service depend upon the complexity of the design and work needed. We can advise and provide a quote for reducing or enlarging your ring.

8.) Do you engrave items?

We can offer an engraving service. A price will be provided on application.

9.) Do you buy gold?

Yes, we buy gold in-store. Please pop in-store for a free no obligation quotation.

10.) What if my ring doesn't fit?

If you have selected a ring that is the incorrect size our expert Jeweller can resize most styles of rings.

11.) Can I design my own ring?

Yes, if you wish we can create and design a on-of-a kind ring to your specification using state of the art technology to bring your vision to life. You can either pop in-store to discuss your requirements or send an enquiry to info@smurrayjewellers.co.uk

12.) Can I get my diamond certified?

Yes, we can send your diamond(s) to GIA for grading and analysis. Price on application.

13.) Can you clean diamond jewellery?

Yes, we offer a full in-house jewellery cleaning, polishing and rhodium plating service. For items of jewellery received in-store we aim to have your precious jewellery returned to you within 2 hours.

14.) How long does delivery take?

We aim to get your item to you within 3 - 5 working days. Customised or bespoke jewellery can take up to 4 weeks.