

## **Refund Policy**

We're sure that you'll love your S Murray Jewellers item, but on the rare occasion that it isn't 100% right just send it back and we'll be more than happy to give you a full refund or an exchange (This excludes customised or bespoke jewellery made specifically to your requirements, personalised items and earrings for hygiene reasons.) Just make sure that the product is in its original packaging and accompanied by proof of purchase (receipt or despatch invoice) and return the unworn item to us within 7 days of delivery.

To return your item by post from within the United Kingdom please follow these easy steps:

- E-mail [info@smurrayjewellers.co.uk](mailto:info@smurrayjewellers.co.uk) with your order number and details of the item that you are looking to return.
- We will send you a returns form for you to complete with a reference number.
- Package your item up, ensuring the returns form is included in the parcel.
- Take the item to the Post Office and ask for proof of postage. It is essential that you use Royal Mail's Special Delivery or a tracked postal service which means if any items are lost in transit they will be insured. Please be aware that we're unable to refund the cost incurred to post the item back to S Murray Jewellers.

Please allow 5 days for your return to be processed. If you requested a refund, it will be applied to the original card used to place your order and you will receive a refund within 3-5 days.

You can also return any items in-store; S Murray Jewellers, 17/18 Grainger Arcade, Newcastle upon Tyne, NE1 5QF.

We will be unable to exchange or refund any item that is faulty or damaged caused by accident, neglect or misuse.

Please don't hesitate to contact us on 0191 232 9205 if you have any questions about our returns policy.

## **Special orders**

Please note that we are unable to offer exchanges or refunds on customised or bespoke items. This means that we cannot provide refunds or exchanges on items that have been specially made to order for you, items that have been altered or personalised in any way. Customised or bespoke items may only be returned if the goods are faulty or were supplied incorrectly. This does not affect your statutory rights.

## **Ring Sizes**

There are certain types of rings that we are unable to re-size. Depending on the metal and style of the ring, for example whether it has a design or stones set around the band, it may not be possible for us to adjust it. With this in mind, please ensure your ring is unworn if you require a different size, as we may need to exchange it.

## **Guarantee**

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. These rights are additional to and do not detract from your statutory rights.