

RETURNS, REFUNDS and RESERVATIONS

14-day Returns Guarantee:

Rest assured we will issue a full refund if for any reason you are unhappy with your purchase. You can contact us to cancel the order and return it to us in its original condition within 14 days of the date you received the item. This returns policy does not affect your statutory rights. To ensure the safe return of your items, please follow the guidelines below;

1. Contact us to let us know you are returning the item.
2. Include a copy of the original receipt, purchase order confirmation email or name of the person who ordered the item, order number and the reason for the return.
3. Return the item with all the manufacturer's original packaging.
4. Make sure the return postage is secure and insured for the value of the item.

Returns from USA and Non-EU countries

For sales from the USA and non-EU countries, the same terms and conditions apply as above. However please note that you will be responsible for all returns delivery charges and you must mark the shipping documents/waybill with "Return of British Goods" if you are returning the goods from outside the EU otherwise you will be liable for any British customs duties or taxes charged on your returned item.

Earrings:

Please note that Earrings may not be returned due to reasons of hygiene.

Refund Guarantee:

You can expect a refund in the same form of payment originally used for purchase within two weeks of our receiving your return. If you are returning an item within 14 days because of an error on our part we will also refund the cost of the recorded delivery return postage.

Charges and Reservations:

David Rodger Sharp Jewellers reserves the right to charge the price of the item to the payment card used for the original order if you do not return the item to us within 14 days of the date on which we agreed to issue a refund.

We will check all items returned as damaged and assess the cause together with the manufacturer. In the event we find no fault on our part, we reserve the right to re-charge you for the item and to recover our repair costs and expenses from you.