



Jewellery Care Guide

Important information regarding your purchase, including our Jewellery Care Guide, Lifetime Warranty and Returns Policy.

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 info@queensmith.co.uk



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Thank you for choosing Queensmith,
wishing you a lifetime of happy memories.

To ensure your jewellery stays looking and feeling as great as the day you got it, it's important to read through this booklet. Please find important information on how to care for your jewellery, our Lifetime Warranty and our Returns Policy – as well as the common ways people are prone to damage their jewellery that you should avoid.

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CARING FOR YOUR JEWELLERY

Part 1. Jewellery Care Guide

This guide section contains important information on how to care for your jewellery.

Please familiarise yourself with the ways you could damage your jewellery through improper care, as such damage will not be deemed manufacturing faults, therefore repairs or remakes will be at your own cost.

Ensuring your peace of mind

At Queensmith, we craft jewellery to the highest standards using hallmarked gold and platinum, combining exceptional craftsmanship with durable materials designed for everyday wear.

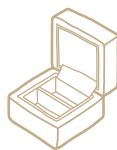
With the right care and occasional maintenance, your jewellery will remain as beautiful as the day you received it. Follow the guidance in this section to help protect your piece from damage and keep it looking its best for years to come.

Here are some tips for looking after your jewellery:



Clean Regularly

Gently clean your diamonds with warm water, mild dish soap, and a soft toothbrush. This removes buildup and restores sparkle.



Store Properly

Store diamond jewellery separately in a soft pouch or lined jewellery box to avoid scratches or tangling with other pieces.



Inspect for Loose Stones

Regularly check that prongs are secure and stones aren't loose. Schedule annual inspections with a jeweller to catch any potential issues early.



Insure Your Jewellery

To protect against loss or damage, insure your diamond pieces under a comprehensive jewellery insurance plan.



Free Professional Checks

Make the most of our free aftercare services and have your jewellery checked if you're ever in doubt.



To book your free clean or checks:

 0207 831 1901

 info@queensmith.co.uk

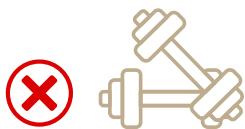
How to avoid damaging your jewellery

Regardless of how well it has been made, fine jewellery is at risk of damage. While diamonds are durable, they are not unbreakable, and other gemstones are prone to chipping, scuffing or scratching. Precious metals like platinum and gold are at similar risk of damage, and can warp under pressure. If a ring or other jewellery warps under pressure, the security of any diamonds or gemstones set within the ring will be compromised and you could be at risk of them becoming loose and falling out.

Damage can be caused by, but is not limited to:

- Clapping your hands together
- Heavy lifting or use of weights
- Gym or exercise activities
- Heavy handedness, including opening door handles
- Swimming in the ocean or chlorinated water
- Improper storage, without adequate cushioning
- Sleeping on your jewellery or applying other forms of pressure
- Harsh or abrasive chemicals and cleaning products

Note that these are common but avoidable ways to damage rings and other fine jewellery, and such damage will not be deemed a manufacturing fault.



Remove in the Gym

Or during any form of exercise that could put pressure on your ring, like weight lifting or push-ups – and avoid knocking it on things.



Remove while swimming

Salt water and chlorinated water can compromise your metalwork, plus you could be at risk of losing your jewellery.



Avoid heavy clapping

When you bang your ring against other jewellery or are generally heavy-handed, you put pressure on the metal work which may then warp.



CARING FOR YOUR JEWELLERY

Cleaning your diamonds and gemstones at home – couldn't be easier

You'll need a bowl, water, a soft-bristled toothbrush and good quality washing-up liquid.

1. Place your jewellery in the bowl and coat in washing-up liquid
2. Pour in warm water and leave it for 20 minutes or so
3. Gently brush and wipe away any grime with the toothbrush
4. Rinse under clean water, ensuring the plughole is covered and air dry on a paper towel

Note: be gentle while cleaning. A soft toothbrush will help avoid scratches. Diamonds are hardy, but be especially careful with other gemstones like emeralds, sapphires and rubies.

Looking after your metalwork

Queensmith offers complimentary professional cleaning, polishing and stone checks with all jewellery.

Over time, platinum and gold will naturally develop scratches and lose some of their shine. Certain finishes, such as brushed and satin, are especially prone to showing wear. We offer complimentary polishing when needed, but because each polish removes a small amount of metal, we'll advise if your jewellery is being polished too often. As a guide, most rings and fine jewellery only need polishing every three years or so.

Our professional cleaning service includes ultrasonic cleaning, high-pressure steam cleaning and, where needed, a light buff to restore your jewellery's sparkle.

Deeper scratches require additional filing before polishing, which can gradually thin the metal, weaken the setting and increase the risk of stones becoming loose.

If you think a stone has become loose, please book a repair assessment with Queensmith as soon as possible so we can inspect your jewellery and carry out any necessary repairs.

In order to keep your Limited Lifetime Warranty valid, all professional cleaning, polishing and other work must be carried out by Queensmith.



OUR QUALITY ASSURANCE

Part 2. Lifetime Warranty

Find details about our promise to you, assurance regarding the quality of our craftsmanship, and details of what is included in our complimentary aftercare services.

You'll also find conditions of our warranty and advice on insuring your jewellery.

 [See Full Lifetime Warranty Online](#)

About our Lifetime Warranty

Jewellery Concerns and Repair Assessment

If you have any concerns about your jewellery, we recommend bringing the piece to our store or returning it via post for a repair assessment by our production team.

To arrange this, please email us at info@queensmith.co.uk or call 020 7831 1901.

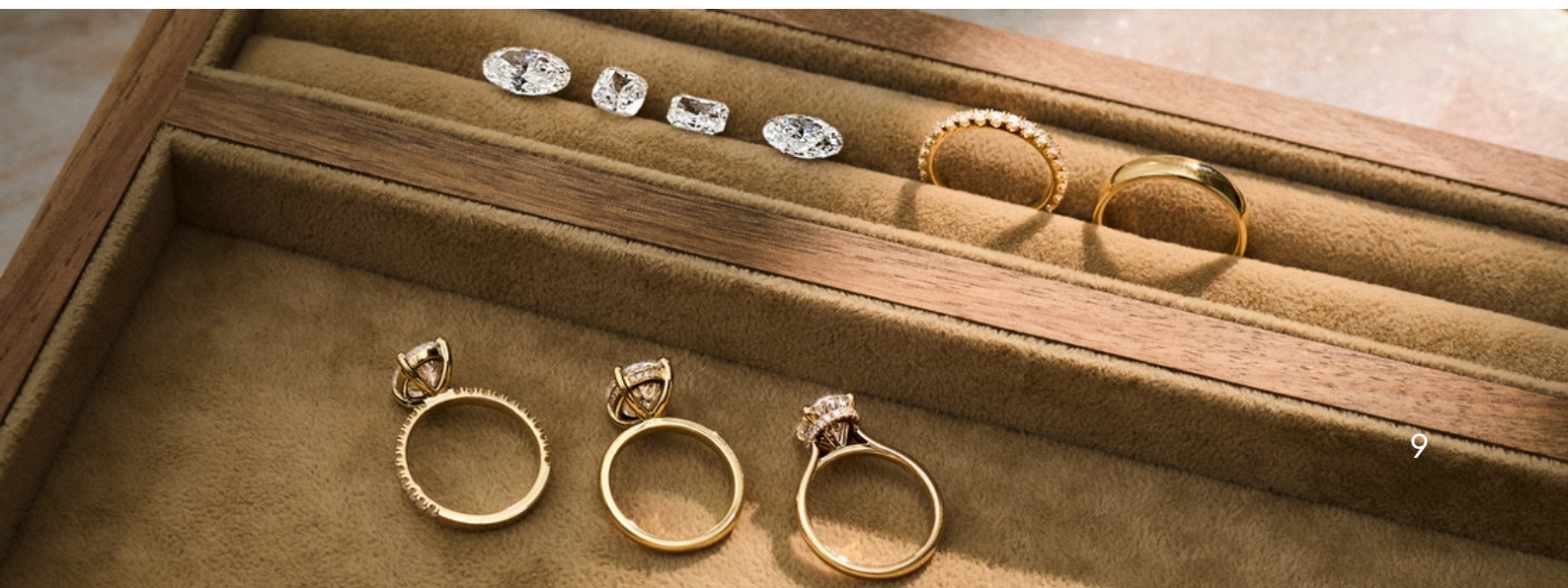
If the issue is deemed a manufacturing defect, we will repair or replace the item at no cost. Should the damage be determined not to be a manufacturing fault, we'll provide you with details on our repair services and any associated costs.

Please note you must cover the cost of returning the item. Find details on how to return in the next section.

Transparency In Your Purchase

When purchasing diamond or gemstone jewellery, please be aware that stones may contain inclusions, as well as other unique characteristics. Our gemmologists will always make you aware and discuss these aspects with you in detail during your consultation to ensure you are informed about any notable features.

We pride ourselves on our transparency, and our qualified gemmologists will always provide you with the exact characteristics and quality of the diamond you are considering, in accordance with its GIA or IGI certificate.



Understanding Gemstone Characteristics

Our gemmologists will provide guidance on the natural characteristics present in coloured gemstones. These features are inherent to the stones and are not considered defects.

Craftsmanship

As purveyors of cast and hand-finished jewellery, each piece may have slight inconsistencies or variations in craftsmanship compared to others. These variations reflect the individuality of each item and are not deemed defects. The quality of each piece is control checked around 7 times throughout the crafting process, ensuring we maintain high standards before handing over your jewellery.

Understanding Wear & Tear

Jewellery is subject to wear from everyday activities and accidental knocks. Please note, our warranty does not cover repairs, replacements or refunds due to normal wear or the loss of stones. If you notice that a stone appears loose, we encourage you to bring your jewellery in for a repair assessment to prevent further damage.

Warranty Information

While our Limited Lifetime Warranty ensures your item is expertly crafted, it does not cover theft or loss. We strongly recommend choosing an appropriate insurance plan to protect your valuable piece.

This Lifetime Warranty does not affect your statutory rights.





OUR QUALITY ASSURANCE

Conditions of our Lifetime Warranty

To maintain the validity of your Lifetime Warranty, your jewellery must be professionally serviced by Queensmith at least once every 12 months.

Queensmith's Lifetime Warranty is available only to the original owner of the item, is non-transferable, and applies exclusively to jewellery made by Queensmith.

Any alterations or repairs carried out by a jeweller other than Queensmith will void your Lifetime Warranty.

If your jewellery experiences any impact or damage, please book a repair assessment with Queensmith as soon as possible. If not covered under the Lifetime Warranty, we'll advise on the repair or remake costs and next steps.

OUR QUALITY ASSURANCE

Our complimentary aftercare services include:

- One free ring resize within 60 days of collection or delivery
- Professional sonic & steam cleaning as often as needed
- Ring polishing every 3 years or as needed
- Annual jewellery service
- Ongoing advice from our team of experts

Please note that damage occurring while your jewellery is in your care is not covered by our warranty.

Discolouration may happen when exposed to certain chemicals, claws can get caught and bent, and stones may fall out if the claws become loosened, among other day-to-day issues.

We encourage you to familiarise yourself with the best practices for caring for your fine jewellery to help prevent these issues.

Queensmith reserves the right to update and amend our policies and Limited Lifetime Warranty terms and conditions. The latest version available on the Queensmith website supersedes all previous versions.



Advice for insuring your jewellery

We highly recommend insuring your jewellery for extra protection against things like theft, accidental damage or loss.

Your insurance should be in place from the moment you receive your jewellery, and we recommend verifying the policy will cover your jewellery on a like-for-like basis. This means your insurer will validate replacement with an item from Queensmith, made to the same quality and specifications as the original.

Which insurer do we recommend?

TH March is a highly-rated insurance broker with a specialism in fine jewellery.

To arrange cover with TH March, call 01822 855 555 or visit their website at www.thmarch.co.uk.

Please use our jewellery reference number: AH750T.

Alternatively, you may opt to add your jewellery to your home contents insurance plan, provided it offers adequate coverage. Always do your own research.



RETURNING YOUR JEWELLERY

Part 3. Returns Policy

As a safety net for your purchase, we offer a 40 day returns window. In this section, find the details of our returns policy, any exclusions or limitations and how to organise your return, should you need to.

 [See Full Returns Policy Online](#)

Queensmith's Returns Policy

At Queensmith, we're confident in the abilities of our designers, gemmologists and master jewellers to produce stunning jewellery.

In the unlikely event you are unhappy with your order, the following returns policy applies:

- Products must be returned within 40 days
- Products must be unworn, undamaged, and in saleable condition
- For hygiene reasons, earrings (and other pierced jewellery) cannot be returned
- Your item must be returned with its ring box and all supporting paperwork it came with, including any GIA, IGI or other certificates or gemstone grading reports
- The jewellery must not be missing any of its original diamonds or gemstones
- The jewellery must not have been adjusted by any other jeweller or anyone else
- Bespoke purchases, personalised items or engraved items are excluded from our returns policy, unless faulty or otherwise agreed in writing
- If your purchase meets the above criteria a refund will be issued within 28 days of return
- If you have lost your GIA, IGI or other certificate, this can be replaced, however you must inform us it is missing
- The cost to replace the certificate is the client's responsibility, please get in touch to find out more
- If your order arrives damaged or faulty (through no fault of your own), we can repair, replace or provide you with a full refund
- Any replaced or repaired rings are non-returnable and non-exchangeable. In the event you exchange your item for a replacement, have had your diamond reset in another ring or have requested for a new diamond to be set in your ring - your order will be exempt from being returned or exchanged in the future
- If you are unsure whether your jewellery can be returned, please ask your Queensmith point of contact, or email info@queensmith.co.uk

Can I return a custom order?

Bespoke or custom orders are exempt from our Returns Policy unless faulty.

However, you can exchange your custom order within 40 days of purchase as long as it hasn't been engraved.

An exchange may incur restocking charges to cover the production costs incurred and are at the discretion of Queensmith. If you choose to cancel your purchase during the production stage, you may incur costs if production has started.



Will Queensmith buy back my jewellery?

No, Queensmith does not sell second-hand jewellery, and therefore we do not buy jewellery from our customers or the public.

This includes buy-backs of jewellery sold from our store or website.

You are entitled to return or exchange your item as per the terms outlined in our returns policy.

Should you wish to sell your jewellery, please find a reputable second-hand jeweller.



How to prepare a return

To return an item in person, please book an appointment.

For returns via delivery, we ask you to follow these important steps to return your purchase:

- Email us on info@queensmith.co.uk, call us on 0207 831 1901 to initiate your return
- Once confirmed with us, you should package your item with original packaging, including your GIA or IGI or any other certification
- Avoid writing anything on the package or within the address that alludes to the value of the package contents, including 'jewellers', 'jewellery' or 'diamonds'
- You must cover the cost of your return

Address your return to:

Queensmith, 98 Hatton Garden, EC1N 8NX

UK returns must use Royal Mail Special Delivery Guaranteed, ensuring it is tracked and insured. Royal Mail will only insure up to £2,500, so if your item is valued at more, please return in person or arrange your own fully-insured, secure courier.

You should also obtain proof of posting.

Label as fragile and clearly state it should not be left with a neighbour or in a safe place.

For orders returned from outside the UK, you should choose a reputable courier of your choice, ensuring the package is tracked, fully insured and obtain proof of dispatch.

Queensmith reserves the right to reject a return if the above steps are not carefully followed, and is therefore not liable to repair, replace or refund the item.

Earrings and any replaced or re-set jewellery are non-returnable and non-exchangeable.

If you're unsure if your jewellery fits the return criteria, please get in touch.

