



# Queensmith Care Guide

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

☎ 020 7831 1901

✉ [info@queensmith.co.uk](mailto:info@queensmith.co.uk)



## Thank You For Choosing Queensmith

The following documents feature important information on how to care for your jewellery, our limited lifetime warranty and our returns policy. Please read carefully.

All policies are accurate at the time of sending.

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# Ensuring Your Peace of Mind

At Queensmith Master Jewellers, we are committed to creating jewellery of exceptional quality. Our state of the art production processes and rigorous quality control procedures have been designed, developed and refined to ensure that, with proper care, your purchase lasts a lifetime.

As a high quality jewellers, our pieces are manufactured to GIA specified quality assurance benchmarks. These objective guidelines ensure the production and presentation of quality jewellery.

By using only hallmarked and assayed gold, platinum and palladium alloys, our fine jewellery has the strength and durability needed to stand up to the rigours of daily wear.

Despite being manufactured to the highest of quality, fine jewellery must always be properly cared for.

Your jewellery will require care and maintenance to ensure it can stand the tests of daily wear, and remain as beautiful as the day you received it.

Our workshop team have prepared the following care instructions to help you avoid damage, dirt and disappointment.





## Cleaning Your Jewellery

- For a diamond to show off its true brilliance it needs to be clean. The easiest way for you to do this at home is to use washing up liquid (ideally Fairy), hot water and an electric toothbrush with an old, soft brush.
- Coat your ring with washing-up liquid and gently clean with an electric toothbrush, as you would your teeth. You will need to pay particular attention to the back of the setting as this is where dirt collects.
- After a couple of minutes, the hot, soapy water will have cut through any grime, restoring your diamond's natural fire, life and brilliance.
- Once finished, simply dab with a clean, soft cloth - make sure you aren't transferring more grease onto the stone with a dirty cloth!
- Please note that diamonds are incredibly hard, however sapphires, rubies and emeralds are much softer and more prone to chipping, scratching and abrading. Great care needs to be taken when wearing and cleaning all precious stones, particularly sapphires, rubies and emeralds.

## Do's & Don'ts



**DO** Clean your ring regularly, every two weeks or so, to ensure a super sparkly stone.



**DO** In between cleans, a daily wipe-down with a glasses cloth will remove surface grease from the crown of your stone.



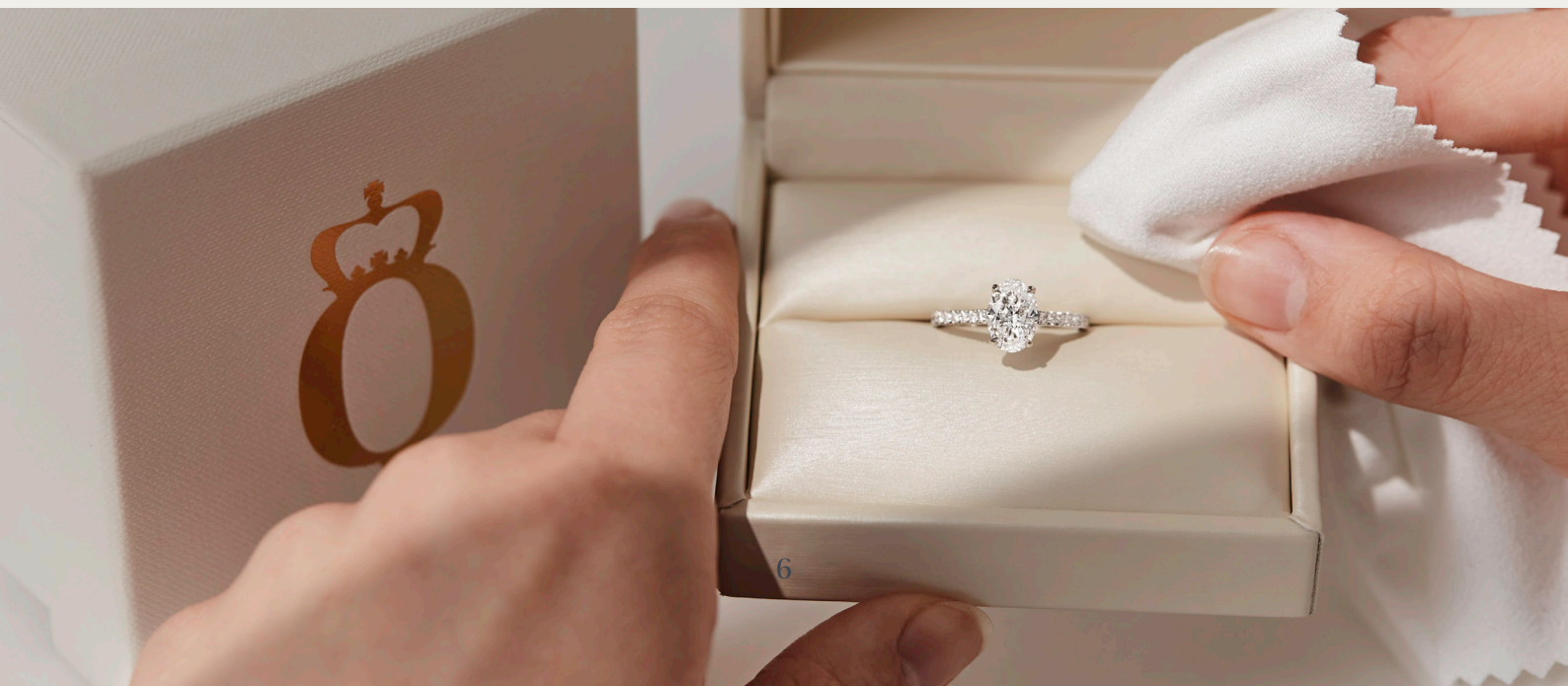
**DO** We recommend that you clean your jewellery in a bowl or teacup.



**DON'T** Clean your jewellery under a running tap. The prospect of dislodging your diamond and seeing it washed down the plug-hole is not a prospect to be cherished.



**DON'T** Handle your diamond too much. Diamonds are naturally attracted to grease, so touching them with your fingers can cause them to look less lustrous - especially when you've been handling moisturisers, cooking oils or anything oily.





## Looking After Your Metalwork

- Like any metal, platinum, palladium and gold will scratch, abrade and dull over time. Some finishes such as 'brushed' and 'satin' are particularly susceptible to marking. We can refresh these finishes for you, but it is important that you do not over-polish your jewellery. We recommend professional cleaning once a year and re-polishing once every two to three years.
- Queensmith Master Jewellers provide a complimentary, professional cleaning, re-polishing and stone checking service to all its customers.
- While we are happy to give your ring a regular deep clean (consisting of ultrasonic cleaning, high-pressure steam cleaning and light buff), full re-polishing is recommended no more regularly than once every two to three years. With repeated hard-polishing and the pre-filing required to remove deeper scratches, metal will thin and leave stones at risk of coming loose in their setting.
- If you think your stone has become loose, please book an appointment with Queensmith Master Jewellers as soon as possible, so we can work to rectify any problem.
- As outlined in your Limited Lifetime Warranty, all professional cleaning and polishing work must be undertaken by Queensmith Master Jewellers.
- You should visit Queensmith Master Jewellers at least once a year for a professional inspection of your stone and setting.

# Everyday Care

Your jewellery has been crafted to be worn everyday, but remember - it is still a piece of fine jewellery. Regardless of the strength of materials, quality and care of manufacturing, without appropriate levels care and attention, your jewellery will be susceptible to damage. To be loved and adored for a lifetime, you will need to show it the same love back!

# Remain Vigilant

Examine your jewellery regularly to make sure claws are intact and stones are not moving in their setting. Even a small knock can result in a stone moving in its setting. This usually isn't something to be alarmed about, but you should not waste time in booking an appointment to have the setting check and tightened. We'll also use this opportunity to give your jewellery a complimentary deep clean and thorough check-over.



# Get In Touch

To arrange a professional deep-clean, stone-check or full re-polish, please give us a call on **020 7831 1901**. We do not charge for cleaning, polishing, tightening or sizings of rings purchased from Queensmith Master Jewellers. There is no limit to the number of times you can bring your ring in for deep cleaning, and we will advise you if we think we are seeing you too regularly for a full polish. Please contact Queensmith Master Jewellers once a year for an annual inspection of your jewellery.







## Lifetime Warranty

Should you have any concerns about your jewellery, we advise you to bring the piece in store or return to us via post for inspection by our production team. You should arrange to do so by emailing [info@queensmith.co.uk](mailto:info@queensmith.co.uk), or calling us on **020 7831 1901**. If your item is deemed to have a manufacturing defect, we will repair or replace the item accordingly.

If damage is not deemed to be a manufacturing fault, we will advise you on our repairs services.

You should be aware when buying diamond or gemstone jewellery that stones can contain inclusions, irregularities in colour, size and shape, and other individual characteristics. Our gemmologists will discuss this with you during your consultation in more detail, and will usually alert you to such characteristics.

We pride ourselves on our transparency, and our qualified gemmologists will always inform you of the exact characteristics and quality of the diamond you are purchasing, in accordance with its GIA or IGI certificate. Our gemmologists will also advise of such characteristics present in coloured gemstones. Such characteristics will not be deemed a defect.

As purveyors of handcrafted jewellery, each item may have minor inconsistencies and irregularities to another. Variation in craftsmanship is not deemed a defect.

Jewellery will be subject to wear due to normal, day-to-day activities and trauma. We do not provide a warranty to repair, replace or refund in the event of normal wear or loss of stones. If your stone appears to be loose, please bring your jewellery in for inspection. Please refer to our Jewellery Care Guide for more information on looking after your item.

Our Limited Lifetime Warranty does not cover theft or loss, and we therefore advise you select an appropriate insurance plan to cover your item.

This Lifetime Warranty does not affect your statutory rights.



## Conditions of the Lifetime Warranty

As well as the aforementioned terms, please be aware of the following conditions.

- Queensmith Master Jewellers's Lifetime Warranty is only available to the owner of the item, and for items made by Queensmith Master Jewellers only.
- Any alterations made by jewellers other than Queensmith Master Jewellers will void your Lifetime Warranty.
- You must have your jewellery fully serviced by Queensmith Master Jewellers no less than once every year. Frequent inspections will likely prevent serious problems occurring in the future.
- We recommend you arrange an inspection following any trauma to the jewellery, as soon as possible. The necessary repair may not be covered by the Lifetime Warranty, but we will advise on the best course of action.
- Our aftercare includes free deep cleaning and full checkover services for your item. We recommend you do this annually to prevent problems.
- Defects that occur when the item is in your care are not covered. Please note that discolouration can occur when exposed to certain chemicals, claws can get caught and bent out of shape and stones can fall out when claws are loosened, among other day-to-day issues. You should make yourself aware of how to best care for your jewellery by familiarising with our Jewellery Care Guide.
- Queensmith Master Jewellers reserves the right to update and amend our policies and Limited Lifetime Warranty terms and conditions. The latest version of our Lifetime Warranty is available on the Queensmith Master Jewellers website. The latest version available on the Queensmith Master Jewellers website supersedes all previous versions.



## Complimentary Cleaning and Inspection Services For Diamond and Gemstone Rings

We recommend having your ring cleaned and inspected every year, or as soon as possible if it undergoes any potential trauma. It should be fully serviced at least once a year. Inspections may help prevent the loss of a stone and extend the life of your jewellery. This cleaning and inspection service is free of charge to all UK based Queensmith Master Jewellers customers on any jewellery made by Queensmith Master Jewellers. The customer only pays for shipping, and Queensmith Master Jewellers pays for return shipping for UK based customers. International returns are at the cost of the customer - please contact Queensmith Master Jewellers for a quote on this. Repairs to your ring mounting can also be done at this time.

Alternatively, customers can bring their jewellery in store - call **020 7831 1901** or email [info@queensmith.co.uk](mailto:info@queensmith.co.uk) to arrange a time slot that suits you.

## Insurance

We recommend you insure your jewellery in addition to our Limited Lifetime Warranty. Whilst a number of insurers will offer sufficient coverage, we recommend TH March. To arrange cover with TH March, call 01822 855 555 or visit their website [www.thmarch.co.uk](http://www.thmarch.co.uk). Our jewellery reference number is AH750T. Alternatively, you may wish to add your jewellery to your home contents insurance.



# Returns Policy

At Queensmith, we're confident in the abilities of our designers, gemmologists and master jewellers to produce stunning jewellery. However, in the unlikely event you are unhappy with your purchase 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 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 certificate, this can be replaced, however you must inform your Queensmith Master Jewellers point of contact before returning, who will advise what to do. The process to replace a certificate is lengthy and expensive, therefore we reserve the right to deduct a £350 fee per certificate to cover the costs if your jewellery is returned without this.

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.

Items found to be damaged or defective prior to you receiving your item (and through no fault of your own) can be repaired or replaced, or you will be fully refunded.

If you are unsure whether your jewellery can be returned, please ask your Queensmith point of contact, or email [info@queensmith.co.uk](mailto:info@queensmith.co.uk).



## Bespoke Purchases

As stated above bespoke purchases, personalised or engraved items are excluded from our returns policy, unless faulty. However, we will be happy to offer an exchange within 40 days of purchase for a bespoke commission 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 chose to cancel your purchase during the production stage, you may incur costs if production has started.

## Selling Your Jewellery

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, we advise you to seek a reputable second-hand jeweller.

# Preparing Your Return

Returns can be made in person, or via delivery. To return an item in person, please book an appointment. For returns via delivery, we ask you follow these important steps to return your purchase.

- Email us on [info@queensmith.co.uk](mailto:info@queensmith.co.uk), call us on **020 7831 1901**, or contact your consultant directly to discuss your return. You must do this before returning your item.
- When confirmed with your Queensmith point of contact, you should package your item with original packaging. This must include your GIA/diamond grading certificate.
- You should avoid writing anything on the package or within the address that alludes to the value of the package contents, including 'jewellers', 'diamonds' or 'Hatton Garden'. Instead address the package as following:

'name of your consultant', Queensmith, 29a Greville Street, London, EC1N 8AF

- We ask that you return items within the UK via Royal Mail Special Delivery Guaranteed, making sure the package is tracked and insured. You should also obtain proof of posting. Please ensure you mark the parcel as fragile and clearly write that it is not to be left with a neighbour or on the doorstep. For orders returned from outside the UK, you should choose a reputable courier of your choice, ensuring the package is tracked, and obtain proof of dispatch.

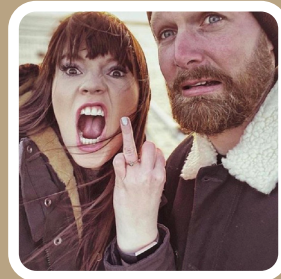
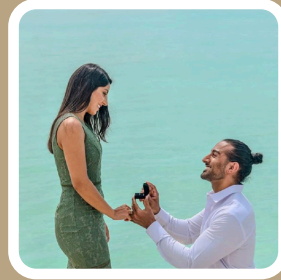
Queensmith reserves the right to reject a return if the above steps are not carefully followed, and is therefore not liable to repair, replace or refund the item. Any replaced or newly set ring is non-returnable and non-exchangeable.

Please make sure your jewellery fits the above criteria before returning, or check with your point of contact at Queensmith. You can also email [info@queensmith.co.uk](mailto:info@queensmith.co.uk) with questions.





# Welcome to the Queensmith Family



Share your wedding & proposal pictures with us  
@queensmiths

