



TERMS & CONDITIONS

Re-modelling and repairs of jewellery

Rosette Jewellery and its service suppliers are not held liable for loss, theft or damage of your existing jewellery, diamonds, gemstones or metal. We reserve the right to inspect and test your metal for a re-model. We also reserve the right to refuse the remodelling of your jewellery.

Gemstones & Diamonds

Rosette Jewellery allows the option for clients in Cape Town to view the gemstones or diamonds before their item is made and to guide them through the process of choosing the correct gemstone or diamond. Once the 50% deposit of the item has been paid, the client has agreed to the use of these gemstones or diamonds they were quoted on. Rosette Jewellery will not be held responsible for the cost of changing the gemstone or diamond after the quote has been accepted and 70% deposit has been paid. Rosette Jewellery will happily replace 0.001-0.03ct diamonds 3 months after purchase. After this time period the client is liable to replacement costs. Clients are responsible for the cost of replacing larger gemstones & diamonds after acceptance of goods

Chains

Rosette Jewellery is not held responsible for breakages or damages to chains. Care should be taken as some chains are delicate and care should be taken.

Re-sizing

The correct ring size should be provided by the client. We will happily help you obtain the correct ring size and how to measure. Please note that a fee of R100 (excluding courier costs) will be charged to the client if it is one size up or down. If several sizes then more metal will need to be added and charges will be more.

Breakages

Please take care when wearing your jewellery. We consider many aspects when producing our pieces. Rosette Jewellery is not held responsible for any damage to jewellery, diamonds or gemstones caused by courier or once in the client's possession. We will happily repair your jewellery due to manufacturing fault within 7 days of receiving your item. We reserve the right to have a third party to inspect this manufacturing fault. We are not held responsible for courier costs if the item is returned to us for repair. Please insure your jewellery for damages that can occur.

Payment

Payment may be made via EFT or cash. We require a 70% deposit on custom made items. The remainder may be paid on COMPLETION

Refunds/Returns

Please note custom made jewellery, loose gemstones and diamonds cannot be refunded or returned.

Delivery/Courier

We will supply goods to the delivery company in good order and carefully packaged. We will send you an image of your item(s) before they are sent off and when they have been packaged. We do not take responsibility for damage or loss during transit via courier. We are not held liable for damage caused during opening of the package. All our quotes do not include courier costs. The client is responsible for these charges and insurance fees. Rosette Jewellery is not responsible for import or export duties on items. If items are delivered in person to the client from Rosette Jewellery, the client should inspect the item and confirm they are satisfied with the product and there are no faults. Once this inspection has happened and to the satisfaction of the customer, all changes hereafter are charged to the client.



TERMS & CONDITIONS

Engraving

We offer hand & laser engraving for an additional fee. Please be sure to provide a clear digital image for laser engraving or an artwork fee may apply. Laser engraving style/depth may vary due to artwork style & quality provided. All engraving & artwork fees are non-refundable.

Metals

Our jewellery is produced using solid metals. Metals can tarnish over time due to body acidity, chemicals, cosmetics & other exposure. Use a soft non-abrasive cloth to bring back your jewellery's shine and/or using sunlight liquid, lukewarm water and a old toothbrush to clean your item. Alternatively, have your jewellery professionally clean.