

## **Firth's Jewellers Terms and Conditions.**

**By leaving any items with us it is understood you agree to the terms and conditions.**

### **Repairs**

Whilst we make every endeavor to secure and protect any items left by you, you accept that any loss or damage that occurs to your item is at your own risk. All claims will be limited to the actual cost of repair or replacement and must be accompanied by an up-to-date valuation or original receipt. Any Jewellery left with us for repair is covered under our insurance for any loss or damage. This period of cover lasts for 3 months from the date we contact you to inform you that your Jewellery is ready to collect. Any Jewellery left with us after this date will not be covered for any damage or loss. We will endeavor to contact you at least 2 times to remind you your item is ready for collection. We will then either sell or scrap your item to re-coup our repair costs.

Whilst we work with a high level of care and attention, we will aim to make you aware of any obvious risks before commencing any repair, please be aware that no repair is risk free and you therefore agree that all repairs are conducted at your own risk. Occasionally, parts and materials may break during the repair process due to wear and tear. We cannot accept liability for such breakages as they are beyond our control and could not be reasonably foreseen. Unless otherwise agreed and documented we reserve the right to keep or dispose of any materials which we have replaced as part of the process and this is factored into the cost

## **Purchases**

We are not responsible for any general, wear and tear or damage to the item once it has been collected. We do not offer exchanges on second hand items of earrings.

If any goods we sell you are found to be faulty we will either offer you a full refund or repair it free of charge for you. All items have a twelve month guarantee and also have a manufactures warranty which we will action on your behalf should we need to. We may where necessary refer to a compliance procedure with an outside agency for further validation of the condition of the item.

## **Bespoke**

Any bespoke work that is undertaken by ourselves also has a twelve month guarantee and will be covered by ourselves. If using your own gold it is at your own risk whether the gold meets the expected hallmarking standard. Any diamonds, gemstones or other precious stones supplied by yourselves are at your own risk, however any damages occurred we will supply a similar stone at the trade price. Bespoke items cannot be returned or exchanged unless discussed with management.

## **Replacement Items**

In in event that an item is lost or stolen we will offer a replacement that is similar or the same as the original item. You will need to provide evidence in the form of proof of purchase, insurance certificates or similar. We will work with the customer to offer options for replacement. In the event that we cannot offer the exact same product we will offer a similar replacement.