

## **Returns and refunds**

If you are concerned about your entitlement to a refund or exchange, we recommend that you read on to learn about your rights and our obligations to you.

You will be entitled to a refund or exchange where we are required to do so under any relevant laws, including the Australian Consumer Law. You may ask for a refund or exchange if an item has a major problem or is significantly different to what you paid for.

In the event that you believe that you are entitled to a refund or exchange, you must provide us with:

- your full name and address;
- the original invoice
- the reason for claiming the refund or exchange.

**You will not be entitled to a refund or exchange where you have simply changed your mind.**

## **Gold-plating**

Please note that gold-plated items are subject to wear and tear over time. If you feel you may be entitled to make a claim for a refund, credit or exchange, please first consider that it is not unreasonable to expect that gold-plated items will show signs of wear over time. For this reason, we may reject any such claim made in relation to these items.

## **Issues with your jewellery**

Please also note that jewellery, when worn, is subject to wear and tear. We strive to deliver you a perfect product but what happens once it is worn is beyond our control. Metals do tarnish, pearls can scratch and diamonds and gemstones can chip. If you feel you may be entitled to make a claim for a refund, credit or exchange, please first consider that it is unreasonable to expect that jewellery remain pristine. For this reason, we may reject any such claim made in relation to these items.

We cannot be held accountable for any reasonable every day wear and tear or damage to any item that you have purchased from us. While we are not obliged to fix it should this happen, we will of course assist in whichever way we can, through repairs.

## **Returning products to us**

If you wish to return products to us, we recommend that you do so as soon as possible after becoming aware of the issue prompting your request for a refund or exchange. Delayed claims for refunds or exchanges may lead to your request for an exchange or refunds being rejected.

We reserve the right to assess the condition of a returned product prior to offering a refund or exchange. This may result in a refund or exchange being refused by us. You may be entitled to a refund equal to the cost of the product only. You may be entitled to an exchange for an identical item, or one of a similar value.

## **How to return items**

Package the product in a shipping bag or box that will prevent damage in transit. Include the jewellery, and a copy of the original receipt, and if possible, its original box.

Everjewels takes no responsibility for goods that are returned but become lost or not delivered to us. If you are concerned about loss or damage in transit, you should consider adding tracking or insurance. However, this is at your sole discretion, and Everjewels makes no representations or warranties in relation to the security.

Upon receipt of the products, we will inspect the relevant products and if they are returned in accordance with this Refunds & Returns Policy, we will issue you with a refund, credit or exchange.

## **Return delivery charges**

We recommend you return the product to us via Registered Post so that the delivery can be tracked. All shipping costs will be the responsibility of the customer and are non-refundable.

## **Provision of refunds, credits or exchanges to you**

If after assessing the condition of the returned product/s, your claim is approved, we will send you an email confirming that your claim has been accepted. Refunds and credits will generally be processed within 5-7 business days of our receipt of returned products.

All refunds will be issued via the same payment method used to purchase the products. There may be delays in the provision of the refund that may be caused by the issuing bank. Please contact us if you have not received your refund within five (5) days of us notifying you that a refund has been issued.

## **Enquiries**

Please email us if you have any questions regarding our Refunds & Returns Policy.