

The return/exchange policy:

Product(s) must be delivered to the courier company within 5 days from date of purchase when accompanied by proof of purchase, provided that other conditions for return are met.

Pack your return securely, in the original package if possible, and include your invoice.

Unless defective, product(s) must be in perfect condition. That means unworn, undamaged, unaltered and including all tags/labels.

Final sale items are not eligible for return/exchange.

Jannad Jewellery reserves the right, at its sole discretion, to determine if returned product is in 'like new' condition. Returns that do not meet our policy will not be accepted and will be made subject to refund.

Shipping and customs clearance costs (if any) are non-refundable. Customer is responsible for any shipping costs when returning an item. Therefore, the cost of return shipping and customs clearance costs (if any) will be deducted from the total refund amount.

Refunds in the form of original payment can take up to one week to be credited back to your bank account, following the e-mail that you shall receive confirming the acceptance of your return.

Should your return be not accepted by Jannad Jewellery, due to unfulfilled return conditions, you will be informed via e-mail and no refund will be realized where you shall be offered to keep the purchased item as is.

You shall not have any right to cancel the order under the following circumstances;

1. If the price of any of the raw materials of the product vary due to fluctuations in the market and affect us as the seller adversely,
2. If the product(s) is customized/personalized or designed in accordance with your requests and/or personal needs, (in case the original size and/or design and/or color of the product(s) is/are changed in accordance with your request, it shall also mean that such product is customized),
3. If the labels or any of the hygienic protection is removed, package content is not with tags or boxes of the product(s) is damaged or any item(s) missing,
4. If pursuant to Jannad Jewellery's sole discretion the product(s) are detected to be used off, damaged, devalued or are not resalable.
5. You do not have the right to refund the product(s) due to unexpected level of customs related taxes, duties, charges, fee.

ATTENTION!

The shipping and customs clearance costs (if any) are non-refundable. You will be responsible for paying for your own shipping costs for returning your item. If you receive a refund, the cost of return shipping and customs clearance costs (if any) will be deducted from your refund.

Products Care

Gemstones are fragile so they need good care. Keep them in their dust bags or boxes if possible. Gold plated brass accessories and silver products require special care and are more sensitive to get tarnished from external factors such as chemicals, humidity or environmental factors. You can clean your jewelry with cotton clothes.

Gift Bags

All the orders are gift wrapped.

