



Returns & refunds.

All orders are **non refundable**. In the unlikely event your order arrives damaged, or faulty, Charles Alexander Jewellery will happily repair or replace the item free of charge, unless the damage has been caused by the customer or is down to wear and tear. If your item arrives damaged, you **must** notify Charles Alexander Jewellery **immediately** upon receiving your item. Failure to do so will result in the item not being replaced or repaired. Item must be returned in the original packaging & via Royal Mail special delivery.

Items described as 'Made to order', 'Custom' or 'Bespoke' can not be returned or refunded unless they are faulty, in which case the item will be repaired or remade accordingly.

Please note, **for some styles of rings, resizing may not be possible**, so it is important to have the **correct ring size** upon placing an order. Diamond set rings, wedding rings, shaped wedding rings may not be able to be sized. If you're unsure on finger size/ring size, please contact Charles Alexander Jewellery and we will be happy to discuss.

Charles Alexander Jewellery will offer free resizing if there are any problems with ring/rings fitting after you receive your order & **only if it is possible to do so**. It is at Charles Alexander Jewellery's discretion as to whether a ring can be resized or not. Postage/Delivery costs must be covered by the customer & sent by Royal Mail special delivery.

