



Returns & Exchanges

Our commitment is to provide you with the highest level of jewellery care services.

GEORGIA WANG experts will be delighted to offer you advice and services to personalize your pieces, restore them, or simply preserve their beauty and longevity.

If for any reason you are not completely satisfied with your online purchase and wish to return it for a refund, please email customer_support@boutee.co.uk to instigate the return. **Once Boutee has confirmed the return has been processed**, please ensure that the goods are returned in perfect saleable condition, in their original packaging, and with your invoice as proof of purchase within 14 days of receipt to:

UK: Qihan Wang

119 Fountain Park Way

London

W12 7JT

UK

China: 景江桥

上海市浦东新区张江镇高科中路张江公馆2810弄6号1701室

200120

We are unable to offer a refund or exchange after 14 days (unless an extension



has previously been agreed with us).

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

If you would like to exchange your purchase for a different item, please send us an email at info@georgiawang.com and we will happily arrange for an exchange.

You will be responsible for paying the shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the initial cost of shipping will be deducted from the total amount.

The cost of returning the goods and the safe return of goods is your responsibility until the order is received at our office; therefore, we suggest you arrange a tracked or recorded delivery service.

Should you have any questions or need more information regarding our services, we invite you to contact our email at customer_support@boutee.co.uk

