



JULIE NICAISSE J E W E L L E R Y

Returns Policy

We hope that you will be completely satisfied with your purchase; however, should you wish, you can return items within 14 days of you receiving your item for a full refund (less postage costs). Please contact us via e-mail at info@julienicaisse.com within 7 days of you receiving your item if you wish to return your purchase for a refund. Notification after 7 days will not qualify for a refund.

Returned items must be unworn in new condition, and be in their original packaging for us to be happy to exchange or refund. Regrettably, damaged items cannot be refunded unless they were sold as defective or faulty.

In the case of a return please be aware that the buyer is responsible for the item until it is received by us. As such, we advise that you use a trackable and insured method of delivery to enable you to claim against the carrier should your item fail to arrive to us. We cannot accept responsibility for parcels lost in transit. Items being returned from outside of the UK must be marked as "Returned Goods" so as not to incur customs charges. We are unable to accept items for which insufficient postage has been paid or for which there are customs charges.

A prompt refund of the price of the goods will be issued once the returned item is received and the rules above adhered to. The account used for the original purchase will be credited with the original price.

If there is any problem with your refund, we will contact you. For all returns, you will be required to arrange and pay for the return of the products to us.

To exchange your item, please return it to us for a refund. Then please purchase your replacement item from our online shop.



Please contact us via e-mail info@julienicaisse.com before returning the item.

Items that do not qualify for an exchange or refund:

-Unfortunately, we do not accept exchange or refund on rings that have been adjusted to your specific size. (Please see ring sizing in terms and conditions for more information)

-We are unable to accept returns on earrings due to hygiene reasons.

