

## NATALIA·RAFI

“At Natalia Rafi Ltd we strive to ensure that you are happy with your purchase.”

We will always discuss and try and find a solution to any issues that you may have with the services we provide. Please contact [customer\\_support@boutee.co.uk](mailto:customer_support@boutee.co.uk) if you require any help .

### Returns

You have the right to return unworn items that you are unhappy with (unfortunately this does not apply to earrings due to hygiene reasons) for up to 14 days from receipt of goods. Please note this only applies to “ready to wear” items. If you have ordered a “bespoke” or “made to order” item or had an item altered to suit your needs (this includes sizing) then you will no longer be able to return that item. Should any issues arise we will be happy to discuss further and try and find a solution that suits both parties. Please note this will be at our discretion.

All of our made to order 9ct Gold, 18ct Gold and platinum pieces are non-returnable or refundable.

Returned items should be in their original condition, unworn and in their original packaging.

Please note, Items that are on “sale” at a discounted rate are not entitled to an exchange or refund. However if you are displeased with your item for any reason then we may be willing to discuss this and try and find a suitable solution.

Natalia Rafi does not refund postage and packaging charges or any tax and duties payable outside the UK. Please note that return postage costs fall with the customer. We advise that items should be packaged securely and sent via a tracked and insured delivery service. Natalia Rafi Ltd does not take responsibility for any return items lost, damaged or stolen in transit.

It is our policy to issue a refund within 14 days of the items return. We can only issue refunds by the same method that your purchase was made.



## **Exchange**

Exchanges can be discussed for up to 30 days after purchase. The item must be unworn and in its original packaging. This does not apply to made to order, bespoke or altered items.

## **Faulty goods**

At Natalia rafi we have stringent checks in place to ensure that you only receive goods of the highest quality. However should an issue arise we will be happy to discuss repair or exchange. This should be done within 28 days of purchase.

After 28 days we would still be happy to discuss any issues you have with our products. Charges may apply if we deem the fault to be reasonable wear and tear or damage caused by misuse.

Please contact us at [customer\\_support@boutee.co.uk](mailto:customer_support@boutee.co.uk) before returning any items.

