

RUDDOCK

REFUNDS & EXCHANGES

WE WANT YOU TO BE HAPPY WITH YOUR PURCHASE AND ARE ABLE TO OFFER AN EXCHANGE OF THE SAME VALUE OR A CREDIT NOTE ON ALL PIECES WITHIN 14 DAYS OF DELIVERY, WITH THE EXCEPTION OF RINGS.

WE DO NOT OFFER REFUNDS UNLESS A PIECE IS FOUND TO BE DEFECTIVE.

RINGS

AS EACH PIECE IS HANDMADE TO ORDER WE CANNOT ACCEPT EXCHANGES ON RINGS, IF YOUR RING NEEDS RESIZING WE OFFER THIS SERVICE AT A £50 FEE FOR GOLD PLATED PIECES & £30 FOR SILVER. PLEASE CONTACT CUSTOMER_SUPPORT@BOUTEE.CO.UK TO ENQUIRE ABOUT RESIZING.

PLEASE NOTE ENGRAVED AND BESPOKE PIECES MAY NOT BE EXCHANGED

THE CUSTOMER IS RESPONSIBLE FOR RETURN SHIPPING COSTS.

IF YOU PURCHASED A RUDDOCK PIECE FROM ANOTHER RETAILER, PLEASE CONSULT THAT STOCKIST'S RETURN POLICY. WE ARE NOT RESPONSIBLE FOR ITEMS PURCHASED FROM OTHER RETAILERS

TO INITIATE THE RETURN PROCESS PLEASE CONTACT BOUTEE AT CUSTOMER_SUPPORT@BOUTEE.CO.UK, QUOTING THE NAME OF YOUR ITEM AND THE ORDER NUMBER.

