

SHIPPING AND DELIVERY

What are your delivery times?

We use DHL as our carrier in order to offer you a secure, top-of-the-range delivery experience.

For France and Europe, our delivery times are generally between 1 and 3 working days from dispatch of your order. For areas outside Europe, the average delivery time is approximately 2 to 4 working days from dispatch of your order.

Please note that this is an estimate and not a guarantee.

If you have any specific questions about your delivery or require further information, please do not hesitate to [contact us](#).

Are there additional delivery times for certain orders?

Products requiring personalization, such as additional engraving or a semi-custom order, will take an additional 5 to 7 working days.

If you have any specific questions about your delivery or would like more details, please do not hesitate to [contact us](#) by e-mail.

Which countries do you deliver to?

France - Germany - Belgium - Spain - Italy - Luxembourg - Netherlands - Austria - Denmark - Ireland - Poland - Portugal - Czech Republic - Cyprus - Croatia - Estonia - Finland - Greece - Hungary - Latvia - Lithuania - Malta - Romania - Slovakia - Slovenia - Sweden - United Kingdom - Albania - Andorra - Bosnia-Herzegovina - Canada - United States - Gibraltar - Guernsey - Israel - Jersey - Kosovo - Liechtenstein - Macedonia - Mexico - Montenegro - Norway - Serbia - Switzerland - Turkey - South Africa - Algeria - Bangladesh - Cambodia - China - Congo - South Korea - United Arab Emirates - Guadeloupe - Guyana - Hong Kong - Hong Kong - South Africa - Guadeloupe - Guyana - Hong Kong. Mexico - Montenegro - Norway - Serbia - Switzerland - Turkey - South Africa - Algeria - Bangladesh - Cambodia - China - Congo - South Korea - United Arab Emirates - Guadeloupe - Guyana - Hong Kong - China SAR - India - Indonesia - Japan - Malaysia - Morocco - Martinique - Mayotte - Philippine - Reunion - Singapore - Sri Lanka - Taiwan - Tunisia - Vietnam - Saudi Arabia - Argentina - Australia - Bolivia - Chile - Iceland - Lebanon

What delivery addresses are allowed?

You have the option of using personal or business delivery addresses, thus ensuring personal delivery by the carrier. However, for security reasons, collection points and P.O. boxes are not permitted.

If my order includes several products, can I have them delivered to several addresses?

We are unable to ship a single order to multiple addresses. If you are purchasing multiple items for different addresses, we suggest that you place separate orders.

How does click and collect work?

You will receive an e-mail informing you of the availability of your order and the location of the appointment. It is important to note that the approximate delivery time provided at checkout does not constitute a guarantee.

What documents do I need to collect my click & collect order?

To collect your order, you will need to present an official form of photo identification (passport, driving license or identity card), as well as the e-mail confirming its availability. It is essential that the name on your ID matches the name on your order. Please note that you must collect your order yourself or designate someone else to do so on your behalf. This person must have a written power of attorney signed by you.

What customs charges apply to my order?

For international zones, customs fees are not included in the cost of your order. These charges are your responsibility and must be paid upon receipt of your parcel. Customs charges are imposed by local customs authorities and may vary according to the destination and value of the order. It is important to note that these charges are independent of our shipping rates and are determined by the laws and regulations in force in your country.

If you have any specific questions or require further information on this subject, please do not hesitate to [contact us](#).

How can I check the status of my order?

If you have an account with us, you can track the status of your order from your account. If you have made a payment as a guest, you can contact us to obtain information about the status of your order. You will also be informed of the progress of your order via e-mail notifications.

Once your order has been confirmed, DHL will provide you with an estimated delivery date. You will then receive a tracking number enabling you to follow the progress of your parcel on the carrier's website.

RETURNS & REFUNDS

What is your return and exchange policy?

You can make an exchange or return within 14 days of receipt of your parcel. However, it is important to note that custom-made or personalized jewelry (engraving, request for specific stones, semi-custom orders) are neither exchangeable or refundable. These unique creations are specially designed to your specifications, making them exclusive and non-returnable.

To make a return or exchange, please [contact us](#) and we will guide you through the process. We would like to remind you that the returned item must have been purchased on our site, in perfect condition, unworn and in its original packaging with its certificate of authenticity in order to be eligible for an exchange or refund.

Are customers responsible for return shipping costs?

The customer is responsible for the cost of returning the order. You will need to return your order using the same carrier you used for shipment, in this case DHL. If you have any questions about your return, please do not hesitate to [contact us](#) by e-mail.

How can I change or cancel my order?

If you wish to modify or cancel your order, we encourage you to [contact us](#) as soon as possible to assess the feasibility of doing so. Although we cannot guarantee that changes will be possible after your order has been validated, we will do our best to accommodate your request.

MAINTENANCE AND REPAIR

What are the rates for repair services?

The cost of a repair service varies according to the product to be repaired and the nature of the intervention required. We encourage you to send us an [e-mail](#) for detailed pricing information.

How can I request a size adjustment for my jewelry?

Please note that sizing depends on technical feasibility. Please [contact us](#) to find out if it is possible to adjust your creation and the associated price.

Is it possible to order a customized part?

We offer you the possibility of creating customized jewelry by adding personalized engravings or adapting pieces from our collections with the stones of your choice, as well as designing an entirely original, made-to-measure piece. If you have any specific questions or require further information, please feel free to browse our [website](#) or [contact us](#).

How will my order be packaged?

All orders are meticulously packaged in a box, a bag and tissue paper, all specially made for Hëlinga. For all online orders, the shipping packaging is unidentifiable to avoid any incident during delivery.

SOURCING & CERTIFICATION

Where are your creations made?

All our jewels are handcrafted with excellence in our workshop in the heart of Paris. Every stage of production, from the first design to the final polish, is subjected to the expertise of our craftsmen. These craftsmen, who have all worked for jewelers on the Place Vendôme, ensure that each piece is of impeccable quality.

What kind of gold do you use for your creations?

Our collections are made exclusively from recycled 18K gold. This eliminates the need for additional mining, helping to reduce the use of destructive extraction methods and minimize the resulting environmental impact.

By using recycled gold, we significantly reduce our ecological footprint and actively participate in creating a more planet-friendly future.

How traceable are your diamonds?

We work exclusively with suppliers who adhere to strict guidelines such as Kimberley Process certification, the Responsible Jewellery Council (RJC) and compliance with the WDC SoW guidelines. This approach enables us to meticulously track diamonds, ensuring their traceability and integrity, without any link to conflict. Our commitment to using only diamonds with a conflict-free history is a fundamental requirement for creating each and every piece of jewelry with transparency, integrity and ethics.

How traceable are your coloured stones?

The traceability of our gemstones is an essential commitment. We have carefully selected suppliers who share our values of transparency and traceability. In addition, we inform you of the country of origin of our stones, in order to guarantee

their provenance. This guarantee applies not only to their quality, but also to the assurance that their extraction complies with the highest ethical and environmental standards.

By working with trusted partners and disclosing their countries of origin, we are helping to raise the integrity of the global gemstone supply chain. By choosing each of our stones ethically and informing you about them transparently, we offer you the opportunity to buy a piece of jewelry with complete peace of mind.

Why don't you use synthetic diamonds?

The following reasons guided our choice:

Respect for the environment: Although synthetic diamonds can be created in the laboratory, their production requires a significant amount of energy and resources. Natural diamonds, on the other hand, are mined from the earth and, when mined responsibly, have a significantly lower environmental impact. In this way, we favor a sustainable approach that preserves our planet.

Uniqueness: Just as every individual is unique, so is every natural diamond. No two natural diamonds are alike, each with its own characteristics, inclusions and imperfections. This diversity lends each jewel we design an unrivaled singularity and charm, making each piece a one-of-a-kind work of art.

Lasting value: Natural diamonds are enduring investments that transcend generations. Their value endures over time, reflecting their rarity and natural beauty. We want every piece of jewelry you purchase to be a timeless treasure, a symbol of your history that you can pass on.

Where can I find and try out your creations?

At present, our collections are available exclusively on our website. However, if you'd like to try out our creations, we offer appointments on request so that we can discuss and introduce you to the world of Hëlinga. Simply [contact us](#) to arrange an appointment.

MAINTENANCE, DEADLINES AND SIZING

Why is it necessary to allow 4 weeks for production?

Once you have placed your order, we begin the manufacturing process. This includes the careful selection of stones, as well as the meticulous work of our expert craftsmen through various stages of creation, including polishing and setting. Each piece of jewelry undergoes rigorous quality control before being delivered to you, ensuring that it meets our high standards, but we promise to keep you regularly informed throughout the process to ensure that your piece of jewelry is made to the highest standards of quality and precision.

What are the different ring sizes and how can I find my ring size?

You can find a measurement guide [here](#) to help you find your size.

How do I care for and clean my jewelry?

Maintaining and cleaning your jewelry is essential to preserving its beauty and brilliance over time. We recommend cleaning it regularly with a soft cloth and a lukewarm water solution. Be sure to dry them thoroughly after cleaning.

Avoid contact with aggressive chemicals.

It's also a good idea to store your jewelry in individual cases or pouches, to avoid scratches and rubbing. By following these simple tips, your jewels will retain their brilliance and elegance for generations to come.

PAYMENTS

What methods of payment are accepted on the site or during appointments?

On our site, you can use several credit cards, including Visa, Mastercard, American Express, Discover, Diners Club and China UnionPay and Paypal worldwide.

If you prefer to make a purchase in person at an appointment, the same payment options are available via an electronic payment terminal (EPT). Payment by bank transfer is also an option.

Would you like to place an order by phone?

Please do not hesitate to [contact us](#), we will be delighted to guide you through the process of ordering your jewelry by telephone.

Can't find the answer to your question?

[Contact us](#).