

FENTON
CARE GUIDE



GENERAL CARE

**With a little bit of regular care,
your Fenton jewellery will remain secure
and sparkly for generations to come.**

The best way to clean your jewellery on a day to day basis is
with water and a soft brush.

Examine your jewellery settings regularly to make sure the
prongs are snug fitting and the gemstone(s) are secure.

Although gemstones are durable natural materials,
they are vulnerable to exposure and impact.

Even the strongest stones can break if you impact them hard
enough or at the wrong angle so it is best to wear them
gently and store them safely.



GENERAL WEAR

To preserve your heirloom piece, we recommend removing it before any activities where it may come into contact with chemicals or substances.

These include but are not limited to:

- Household activities such as gardening, cooking and cleaning, as heat, bleach and cleaners can cause damage to both precious metals and gemstones.
- Wearing jewellery to the beach, swimming pool or jacuzzi, where chlorine can harm your gemstone and metal.
 - Exercising and sports.
 - Using lotions, hair products and cosmetics.
- Take care around lifting heavy objects so not to knock or catch your jewellery.



GENERAL WEAR

We recommend to avoid stacking 18K gold against other metals such as platinum jewellery, as the constant contact could damage the softer 18K gold.

We advise you to remove your jewellery when you sleep. Keep it in its own box away from other polished gold and platinum surfaces which may scratch it.

Please also note that as a more delicate stone, Emeralds have a specific care section. Please refer to the Emeralds & Aquamarines page.



EARRING CARE

**Cleaning your earrings isn't too different
to cleaning your ring!**

Use a soft-bristled toothbrush, gently scrub behind the gemstones and underneath the setting, to restore your earrings back to their former sparkling glory. Sometimes earrings need a little time to soak before brushing. If so, you are able to soak them for 30-60 minutes in tepid, soapy water to loosen the dirt before scrubbing.

**Please refer to the Pearl care page for Pearl specific
information.**



GEMSTONE CHARACTERISTICS

Precious stones are unique by nature, created by millions of years of special geological conditions.

Each gemstone has its own specific characteristics such as saturation of colour, clarity and tiny inclusions (elements that are trapped in the gemstone during formation). These subtle differences vary in each gem but are present in all precious stones. They are more likely to be visible in larger gemstones.

We work hard to ensure all our gemstone adhere to strict quality guidelines, yet slight variances are part of a natural, luxury product.



GEMSTONE TREATMENT

Fenton only works with natural colour gemstones that are treated in a way which follows the highest jewellery and gemstone industry standards.

Whilst we do source unheated Sapphires occasionally, most of our Sapphires and Rubies will be heat treated. This is to enhance the colour and/or the clarity of the gemstone. Our Emeralds may be clarity enhanced by having been treated with a colourless oil, which does not misrepresent the colour.

However, we do not accept any other known gemstone treatments, such as coloured oil treatments for emeralds, laser drilling, fracture filling, deep diffusion, beryllium treatment and glass-filling. These treatments can damage the long-term stability of a stone, are not permanent and should always be viewed with caution.



EMERALDS & AQUAMARINES

Emeralds and Aquamarines are from the same gemstone family and both require delicate treatment.

Do not expose your gemstone to intense heat (over 60°C) and also avoid situations where there will be a dramatic temperature changes, such as saunas, steam rooms, hot baths or icy-cold conditions. Emeralds are usually filled with a clear oil to enhance their clarity, so try to keep your stone away from dish-washing water, any chemicals or body creams as they may strip out this oil. Aquamarines are not treated in the same way, but are softer than sapphires and are therefore more prone to abrasion.

Wash these gemstones in lukewarm water with no soap additives (that could dissolve the oil) and a soft brush, then dry them with a lint-free soft cloth.



SOLAR DIAMONDS

At a 10 on the MOH scale of hardness, Diamonds are the hardest of gemstones, and therefore perfect for everyday wear.

To keep your Solar Diamond sparkling to its fullest, we recommend cleaning your jewellery with a soft tooth brush and a little fairy liquid and warm water, before drying with a lint-free soft cloth. If you have our industry leading Aftercare membership we can do this for you annually, as well as ensuring the prongs are snug fitting and the gemstone(s) are secure.



CULTURED PEARL CARE

Cultured pearls are delicate gems that require care.

They are formed with a layer of nacre, like a skin, which can easily be damaged by repeated and prolonged exposure to heat and dryness. We recommend removing your cultured pearl jewellery for showering, swimming, physical sports, and in any such occasion where your cultured pearl may come into contact with chemicals, including soap, lotion, cosmetics and perfume.

It is recommended to wipe your cultured pearl jewellery with a water-dampened cloth after each wear, to remove residue from sweat, cosmetics and fragrances.

PLATED JEWELLERY

We only use recycled 18K yellow, white and rose gold and 950 platinum. There are limited occasions in which we might plate your jewellery:

- Plating 18K yellow or Rose gold claws with 18K white gold at customer request to shorten our lead time by using a pre-existing mount.
- Plating white gold claws in 18K yellow gold. If we are crafting your entire ring in 18K white gold but with yellow gold claws, we may plate the claws to avoid unnecessary soldering joins and ensure sound structural integrity for your ring.

PLATED JEWELLERY

Our plating process is the industry standard for fine jewellery and should last for between 1.5 - 2 years with no issues if cared for properly. We strongly recommend having your jewellery serviced each year, especially if plated so we can assess the wear and re-plate if necessary. We will always be clear with you if your jewellery undergoes plating, so as to ensure the best long-term up-keep for your heirloom.

**Re-plating is a service included in our
After Care Membership.**



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BREAKAGES DUE TO POOR CARE

Fenton takes responsibility for rare manufacture defects but we will not be liable for breakages caused by the wearer subjecting the gem to impact.

Aquamarine, Garnet and Emerald gemstones are softer and more prone to breakage than others, so may not be suitable for an active lifestyle. However even a Diamond will break if hit with the right amount of force at the right angle, so always wear your jewellery with care. Be aware metal can warp, allowing ring bands to subtly change shape over time and fit your finger.

Loss of pave band or accent stones is classed under regular wear and tear. The prongs holding these should be checked regularly as part of your jewellery care routine.



INSURING YOUR INVESTMENT

We recommend to insure your Fenton Jewellery so that it is properly covered, in the event of theft or loss.

You can add jewellery to your home contents insurance, or buy a separate policy for it. If the latter, then please quote AL184T directly with our partner TH March for a preferential rate.

Although home-owner's and renter's policies will in most cases cover a portion of your loss, it is often a small amount in comparison to the original cost of an engagement ring or wedding band. We advise to find out how much is covered by the policies you have in place, to ensure it's adequate.

Your insurance company may require updated appraisals on an annual basis, so be prepared to have your jewellery appraised at least every few years.



RESIZING

Not quite the right fit? As part of your purchase we offer one complimentary ring size adjustment.

If your ring needs to be resized above two sizes either way, we recommend that you exchange your ring for a larger size rather than resizing, to protect the long-term structural integrity of your ring.

Please note that we cannot accept pieces that have been worn or resized either by us or another jeweller for exchange or return.

FENTON



AFTER CARE PACKAGE

We're passionate about crafting pieces that are of exceptional quality and made with love and care by our talented team, to stand the test of time.

That's why we're so happy to introduce you to our Industry-leading Aftercare membership which has been created to help you keep your Fenton jewellery secure and sparkly for generations to come!



What services are available

For a reduced flat fee of £105 per piece, your Aftercare membership will include the following services which will be valid for up to 12 months after you've purchased it.

Resizing of rings*

Tightening of claws

General cleaning and servicing

Metal polishing*

Replacement of accent diamonds**

And many more services, quoted at a reduced service rate, on an ad-hoc basis.

To purchase our Aftercare package please visit:
[fenton.co/products/aftercare](https://www.fenton.co/products/aftercare) or get in touch with our concierge team.

*Rings only **With the exception of the Trilogy (as these rings feature larger accent diamonds selected as matched pairs, please contact our Concierge team for further information.)





COUNTRY OF ORIGIN

**We are highly selective in the way we source
gemstones and precious metals.**

All our diamonds are sourced from companies that follow the Kimberly Process Mandate and all our gemstones come from conflict free countries of origin.

We follow The Responsible Jewellery Council's guidelines to make sure our materials are sourced in a sustainable and ethical way. We visit every mine and market in person, building relationships with miners and cutters, not just their employers. This way we ensure our suppliers share our values, provide safe working conditions, pay sufficient salaries and avoid corrupt business practices.

With time and your support we aim to make a real difference.

With love, Jenton
x

Certified



This company meets the
highest standards of social
and environmental impact

Corporation

Fentonand.co