

## **Returns Policy**

### **Our Promise to You**

Here at Jewellery Guru, we work tirelessly to ensure that every item listed for sale by our private sellers meets our vigorous verification process. Each individual item of jewellery is thoroughly checked for authenticity by our in-house team of experts, so you can rest assured that the item you receive will be exactly as pictured every time. We have a wealth of industry knowledge and experience that allows us to appraise every listing on our website to make sure it reflects the individual piece right down to the finest detail. This means that the item you are purchasing matches the product description exactly.

### **Our Verification Process**

We have worked hard to ensure that your customer experience is seamless and we endeavour to do everything in our power to ensure you are 100% satisfied with your order. Rest assured that every product on our website is fully verified so you will never find pieces that are inaccurately described, items that present unsatisfactory quality or jewellery that is unfit for purpose. Every item of jewellery we list is submitted by a private seller and checked by an in-house team of experts so when you shop with us for high value items you can do so with complete peace of mind. Please note, it is for this reason that we do not accept returns or exchanges.

### **Relisting an Item**

For us, excellent customer satisfaction is paramount and we go above and beyond to ensure your shopping experience with us is a positive one. However, if you are not 100% happy with your purchase or you have simply changed your mind, we do allow buyers to relist an item for sale with us. You can do this quickly and easily by logging into your online account. If you buy an item of jewellery listed on our site and you feel it does not fulfil your requirements, we can help you re-list it for sale in a few simple steps.

### **Talk to the Team Today**

Reselling an item of jewellery with us is easy, but if you have any questions regarding this process, please don't hesitate to get in touch with us. We are always happy to hear from our customers and our experts are on hand to talk you through the relisting process should you require any assistance. If you have any queries regarding our returns policy, talk to the customer service team today.