

FORM FOR WARRANTY CLAIM

Send the jewellery item in an envelope, sold at any post office, to:
iZlato s.r.o., Eurovea, Central 1, Pribinova 4, 81109 Bratislava

The shipment has to contain the following:

- Jewellery in the original packaging (if available)
- This form, completed
- Invoice (original or its photocopy)

IMPORTANT INFORMATION:

The best way is to send it as insured mail. Do not send the jewellery using Cash on Delivery service; also, we do not recommend sending a package since the Slovak Post does not run door-to-door deliveries, which may prolong the exchange process.

We provide 24-month warranty for jewellery. Jewellery covers delicate items worn for personal adornment, that's why it is necessary to put them away when performing any kind of work. Jewellery is not intended to resist excessive influence of external factors and damage. Before our customers place their order, we draw their attention to our terms and conditions; only after they agree to them by checking the box on the checkout page can they submit the order. Furthermore, every customer will receive instructions for use and warranty conditions. The customer is entitled to return the merchandise within 14 days from the date of purchase.

Warranty does not cover:

Damage caused by external factors, that is to say:

- breaking, misshaping, or bending a chain or a bracelet
- scratching the precious metal
- using cloths on matte or engraved surface
- misshaping hollow jewellery
- tarnished jewellery
- cracked weld on a ring or breaking ring
- damaged finish in a jewellery item due to the presence of inappropriate chemical agents, cleaning detergents, perfume, etc.
- loosened stone or pearl due to the broken setting into which the stone or pearl was mounted (as a result of crashing, falling or pressure being applied to the setting)
- excessive wear
- exposure to water

Return Item

| Item Code / Model Code | Size (in case of ring) | Quantity | Reason for return |
|------------------------|---------------------------|----------------------|----------------------|
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |

The reason for the warranty claim

By my signature below, I confirm that I agree to terms and conditions of JewelryAndGems.eu Warranty Claim Policy.

First name and surname:

Order number:

Signature:

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