



JEWELLERY STUDIO
CREATING A FINE REALITY

T 083 260 6411

| E aartsjewels@gmail.com



follow us

Trading hours:

- Monday to Friday:
09:00 – 17: 00
- Saturdays - **By Appointment Only**
09:00 – 13:00
- Public Holidays we are closed, also between the 23rd December – 6th January.

Please note that meetings are by appointment only. The preferred communication method is by Email, the only reason for this method is to keep record of conversations. You can expect correspondence through any communication medium within trading hours.

TERMS & CONDITIONS

These terms and conditions apply to all customers making use of the services of **Aarts Jewellery Studio (Pty)Ltd.** Once quotation is accepted (giving the go-ahead to manufacture or work on your jewellery item) and the deposit is paid, you are agreeing to the following terms:

- Consultations are free of charge. The first 2-3 Concept designs are free, thereafter a fee will be levied.
- Quotations are only valid for 10 days, thereafter it should be revised.
- After giving permission to start work on an item, the client will not be allowed to make changes to the final design.
- On all custom jewellery a non-refundable deposit of 60% - 70% are required.
- Standard lead-time for the manufacturing process is 3-4 weeks after the deposit has been paid.
- All custom jewellery items are non-refundable & non-returnable.
- Terminating any manufacturing after the deposit has been paid will result in the loss of your deposit. In the case of paying for your main diamonds in full acting as your deposit, you can terminate the manufacturing process with a penalty fee of R 2 000 and keep the diamonds that you have purchased.

- *Aarts Jewellery Studio* will not be held liable in the case of client providing incorrect/wrong ring size. The customer will have to cover the cost to resize the ring.
- *Aarts Jewellery Studio* cannot be held liable for damage to Jewellery once the Customer have paid & received it.
- The standard turn-around time for repairs are 5-7 working days subject to the condition of the jewellery.
- *Aarts Jewellery Studio* cannot be held responsible for chains that break, most chains are not handmade, it is mostly mass produced/machine made (Sometimes hollow linkage).
- *Aarts Jewellery Studio* will not be held responsible for the loss of any gemstones – Please note that jewellery is delicate & fine – we ensure that all jewellery items leaving our studio are made to last you a few years - but some metals & gemstones are softer than others – so the metal holding the gemstones will get ‘worn-out’ over time. Please take care when wearing your jewellery.
- Please note that when you leave your pre-owned items with *Aarts Jewellery Studio* to work on, you are doing so at your own risk. Please ensure that you have insurance on these items. We will take all the necessary precautions to ensure the safest environment for your items.
- With any fine jewellery item manufactured by *Aarts Jewellery Studio* we will give you a ‘Retail Replacement’ Valuation Certificate for insurance purposes. **Please note: Valuation can only be provided if the gemstones were supplied by us. As a Jeweller, I do not have the specialized equipment to distinguish between Natural & Laboratory Grown Gemstones; especially diamonds. Therefore, if the client provides their own gemstones, the gemstones must be identified by a Certified Gemmologist. We will quote on request.**
- Each item manufactured will remain the property of *Aarts Jewellery Studio* until paid in full.
- Client will be invoiced on job completion - full payments are to be made before collection.
- *Aarts Jewellery Studio* will attend to any problems that arise on a custom manufactured item that we made within 6-month from the date of purchase – in conclusion to a full inspection to identify the origin of the problem.
- We recommend that you bring your jewellery that was manufactured by *Aarts Jewellery Studio* in for annual checking of claws & Rhodium plating (In the case of white gold metals).
- All Engagement & wedding rings manufactured by *Aarts Jewellery Studio* can be brought in for reconditioning/polishing/Rhodium Plating before the wedding date – so that it is shining bright for your special day!

Tungsten Rings:

- We have a catalogue with a variety of Gents Tungsten rings – and some Samples to show.
- We would prefer to take the exact measurements for ring size ourselves.
- *Aarts Jewellery Studio* will not be held liable in the case of client providing incorrect/wrong ring size. Tungsten rings are machine-made, it cannot be resized like precious metal rings. The customer will have to cover the cost to replace the ring.
- Tungsten Carbide is a extremely hard but brittle metal – if dropped or impacted against a hard surface, these rings may crack or break. *Aarts Jewellery Studio* will not be held liable in the case this happens as these rings are machine-made; they cannot be altered or reshaped by hand.

Gift Certificates

- All Gift Certificates are valid for 3 months from date issued.
- Gift Certificates are only issued for amount between R700 - R1500 for something manufactured in Sterling Silver.
- *Aarts Jewellery Studio* will need to approve the design of the client first (or help with design) – so that it will be worth the amount of the Gift Certificate.
- The Gift Certificate is not redeemable for cash.

Amendment of Terms & Conditions

- The above-mentioned Terms and Conditions may be amended by *Aarts Jewellery Studio* as and when without prior notice.

***Aarts Jewellery Studio* takes great pride in our work – we welcome any feedback on our service & quality of work.
We want all of our clients to feel fascinated by their jewellery that became a significant reality!**

Thank you for your time and support!
We look forward to create a fine reality with you!

www.aartsjewellery.co.za