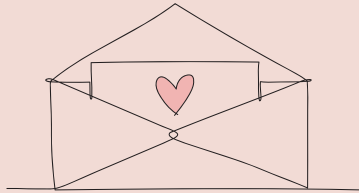


JOMA JEWELLERY

OPEN ME

IMPORTANT DOCUMENTS INSIDE!



**THANK YOU FOR SHOPPING WITH US**  
WE HOPE YOU LOVE YOUR NEW TREASURES

**“CELEBRATE EVERY LITTLE MOMENT...  
WITH JEWELLERY YOU’LL BE PROUD TO GIVE... OR KEEP!”**

## **RETURN POLICY**

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We will happily offer a refund. Simply notify us of your intention to return an item within 14 days of receiving your order by completing the form on the Royal Mail portal or by contacting our customer services team. You then have 14 days to return the item(s) to us. This includes all orders placed during our sale.

Items purchased online must be returned to us directly and cannot be returned in any Joma Jewellery stockists. Joma Jewellery items purchased in one of our stockists must be returned to the store where it was purchased. Proof of purchase is required.

Joma Jewellery items purchased online must be returned to us in perfect condition and must be unused. All items must be returned to us in the original packaging for us to process a refund.

Your return must include a completed returns form and original paperwork to help us process the return quickly and efficiently.

For gift returns please ensure the name of the purchaser is quoted in all correspondences. Failure to do so will result in delays processing the return. Joma Jewellery cannot accept responsibility for items returned to us outside of this policy.

**Please note** – you only need to return the item(s) that you wish to return.

## **PERSONALISED PRODUCTS**

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Due to the bespoke nature of these products, they cannot be returned unless faulty.

## **INTERNATIONAL RETURNS**

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For information on returning items from outside of the UK, please visit: [jomajewellery.com/returns-refunds](https://www.jomajewellery.com/returns-refunds)  
International customs duties and sales taxes are non-refundable.

## **RETURNING FAULTY ITEMS**

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Firstly, we are sorry that you may have received a faulty item. If you believe that your item is faulty please submit a clear image of the item with an explanation of the fault, plus proof of purchase via our help centre at [help.jomajewellery.com](https://www.jomajewellery.com/help) for review within 14 days of receipt of goods. You then have an additional 14 days to send the item back to us (if required). Once we have confirmed the item is faulty a new item will be sent to you free of charge or we can process a full refund if requested. Faulty items will only be accepted within 28 days if the goods are delivered to a customer damaged or if there is a subsequent manufacturing fault within a period of 12 months after delivery. Any items displaying damage deemed to be a result of fair wear and tear will not be accepted as faulty. Your statutory rights are not affected.

## **PROCESSING YOUR REFUND**

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Valid refunds will be approved within 10 days of the receipt of goods into our warehouse. We will refund the credit or debit card of the person who originally placed and paid for the order. Once approved, we aim to refund within 5-10 working days.



## SIZE GUIDE

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### **NOW YOU OWN A BEAUTIFUL TREASURE, LOOK AFTER IT WITH A LITTLE CARING TOUCH:**

To clean your jewellery, use a dry soft clean cloth and wipe gently. Do not use polish dip and try to avoid over-cleaning. Plated jewellery will tarnish over time, to avoid it tarnishing faster than it should, keep it from coming into contact with materials such as: detergents, bleaches, ammonia, chlorine, perfumes, body-creams and hairspray.

We recommend that you avoid any of your jewellery coming into contact with water. If you do get your jewellery wet, make sure to dry it as soon as possible. All jewellery should be removed before bathing, before going to bed and during sport activities. After removing jewellery, keep it stored in a cool, dry place, avoiding other pieces of jewellery so they don't rub and scratch.

### **NECKLACES**

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Our short Joma Jewellery necklaces are a standard length of 46cm with a 5cm extender. Our mid length to long necklaces are 64-82cm and some come with a 5cm extender. A number of our necklaces can be worn long or short and extended if desired. Please look for relevant information throughout our product descriptions.

### **EARRINGS**

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All our stud earrings are finished with earring backs with sterling silver pins. Please note that all earrings are non-returnable for reasons of safety and hygiene.

### **BRACELETS**

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All Joma Jewellery bracelets are designed to a standard size of 17-25cm adjustable and bangle size 6-6.5cm inside diameter.

A selection of our bracelets are adjustable with either stretch elastic, thread or sliding adjustable beads. Please look for information specified with each of our product descriptions.

### **RINGS**

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All Joma Jewellery rings are adjustable size K-Q, providing you with perfect comfort.

### **CHILDREN'S JEWELLERY**

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Our Joma Jewellery Children's 'A Little' bracelets are designed to a standard length of 15.5cm with either a stretch elastic bracelet or adjustable thread bracelet. Our children's hair ties are 10.5cm with stretch elastic, designed to wear as a hair tie or on the wrist as a bracelet.

### **ANKLETS**

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All Joma Jewellery anklets are designed to a standard size of 23-26cm adjustable with either stretch elastic or sliding adjustable beads. Please look for information specified with each of our product descriptions.

### **HAIR ACCESSORIES**

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The sizes of our hair accessories vary per design. All are plated with real silver or gold.

**DISCOVER MORE OF THE THINGS YOU  
LOVE THIS SEASON AT JOMAJEWELLERY.COM**

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