

**Q. IF WE HAVE SELECTED DIRECT DEBIT TO PAY OUR BALANCE CAN WE CHANGE OUR MINDS AND PAY IT OFF IN ONE GO?**  
Yes – call the Customer Helpline and the payment will be taken, all direct debits will then be cancelled.

**Q. HOW LONG WILL MY ENGAGEMENT RING BE AWAY?**  
We always try to get Engagement rings back to you as quickly as possible, as we know that you don't want to be without it for long. This is usually within 4 weeks, unless we are lining up diamonds on both rings.

**Q. IS MY ENGAGEMENT RING SAFE WHILE IT IS IN SMOOCH'S CARE?**  
Yes. In the unlikely event that your ring is lost or damaged we will replace or repair it free of charge

**Q. WHAT HAPPENS TO MY ENGAGEMENT RING WHEN YOU RECEIVE IT?**  
When the ring arrives in our head office, the first thing we do when the package is opened is take a high-resolution photograph for our records. The ring is then sent to the workshop where a mould is taken. We use this mould to make your wedding ring. The engagement ring will then be sent back to you by Special Delivery and we will inform you of the despatch by text

**Q. CAN WE PAY OUR BALANCE IN CASH?**  
Wherever possible we would prefer a card or cheque payment, however we can also accept cash where arrangements are made at the time of ordering. You can pay cash into our account at any bank or post office. Phone our Customer Help Line on 0044 1895 825900 for details

**Q. WHAT SHOULD WE DO IF WE ARE MOVING BEFORE THE RINGS ARE DELIVERED?**  
Please keep us updated about any contact detail changes by calling the customer service helpline on 0044 1895 825900.

**Q. WHAT HOURS DOES THE CUSTOMER SERVICE DESK OPERATE?**  
You can call the customer service helpline Monday to Friday 9.00am -5.00pm

**Q. WHAT IF WE CHANGE OUR MINDS AFTER RECEIVING THE RINGS?**  
We will, of course, try to help but as all rings are bespoke there will generally be some additional cost involved. Please refer to the Terms & Conditions on the reverse of the order form

We hope this has answered all your questions but if you still have a query please feel free to call our customer service helpline on 0044 1895 825900 quoting the reference number on the front page.

The Jewellery Collection LLP trading as Smooch

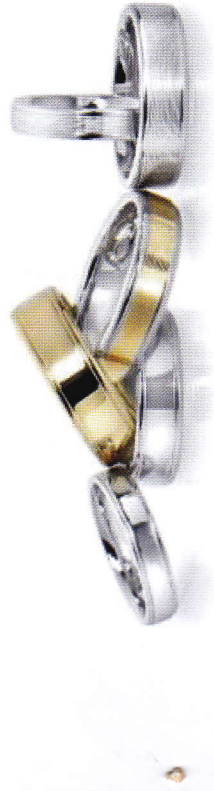
0044 1895 825900

sales@smoochrings.co.uk

www.smoochrings.co.uk



# FAQ



## Frequently Asked Questions

Your Order Reference Number is: \_\_\_\_\_

Your Advisor is: \_\_\_\_\_

Thank you for taking the time to meet your Smooch Advisor.  
You may still have some questions about the order process so we have tried to answer those for you in this leaflet.

*If you have any questions that aren't answered here please call.*

**Customer Help Line: 0044 1895 825900**

**Monday – Friday, 9.00am – 5.00pm**

**Q. WE HAVE READ AND SIGNED OUR ORDER, WHAT HAPPENS NEXT?**

We'll contact you by text in a few days to confirm we've received the order.

**Q. WE DID NOT CONFIRM THE ORDER WHEN THE ADVISOR WAS WITH US. WHAT SHOULD WE DO, NOW WE WANT TO GO AHEAD?**

Call the customer service line on 0044 1895 825900 and quote the reference number on the top right hand side of the order form. We will need to take a deposit from you to be able to progress the order. This can be done by making a card payment over the phone or by sending a cheque in the post

**Q. WE ARE PAYING BY DIRECT DEBIT. WHEN ARE THE PAYMENTS TAKEN?**

Payments are usually set up for the 1<sup>st</sup> of each month.

**Q. WE ARE PAYING BY INSTALMENTS – WHOM SHOULD WE CALL IF OUR BANK DETAILS CHANGE?**

Call the customer service helpline on 0044 1895 825900 and quote your order number.

**Q. HOW LONG WILL IT TAKE TO MAKE OUR RINGS?**

Generally 4-6 weeks. This can be up to 8 weeks during our busiest periods and depending on the complexity of the ring.

**Q. WHEN OUR RINGS ARE READY, HOW DO WE PAY THE BALANCE?**

Unless you instruct us otherwise, **Smooch will automatically take the balance from the same card that you paid the deposit with.** Smooch will text you, to

inform you when we are taking the balance. If you wish to use a different card from the one you paid the balance with please tell your advisor or contact the customer service helpline on 0044 1895 825900.

If you paid your deposit by cheque or cash we'll text you to request payment when the rings are ready. You will then need to call the customer service helpline on 0044 1895 825900, and make a card payment over the telephone.

You can also pay by cheque but this will need to clear the banking system before we can send your rings to you, this can take up to 7 days from when we receive it.

**Q. HOW WILL THE RINGS BE DELIVERED TO US?**

Your rings will be delivered by Registered Post. We will inform you when we are despatching the rings. Your rings will normally arrive within 3-4 working days.

**Q. WHAT HAPPENS IF NO ONE IS IN TO SIGN FOR THEM?**

The postman will take the rings back to the nearest sorting office and he should leave you a card telling you where they are and when they can be collected. Take the card and some identification with you, preferably with your photo or address on (a utility bill for instance) to pick them up.



**Q. CAN WE HAVE THE RINGS DELIVERED TO A WORK PLACE OR ALTERNATIVE ADDRESS?**

Yes, as soon as you hear the rings are ready, let us know where you would like us to send them by calling the customer service helpline on 0044 1895 825900.

**Q. HOW WILL YOU CONTACT US DURING THE ORDER PROCESS?**

We will contact you by text as its quick, efficient and effective. If you change your mobile number please inform us as soon as possible, otherwise we may not be able to let you know your rings are ready.

**Q. WHAT HAPPENS IF THE RINGS NEED TO BE ALTERED IN ANYWAY?**

When your rings are delivered to you a card is included. This gives you full instructions on what to do if you need to return the rings to us. If this is necessary, wrap the rings in tissue paper and put them into a Jiffy/padded envelope for posting. Do not return rings in their boxes.

Always send the rings using **Registered Post, retaining the receipt with the Track & Trace number** as this ensures they reach us safely.

**Q. WHAT HAPPENS IF WE NEED TO CANCEL THE ORDER?**

Please refer to the terms and conditions on the reverse of your order form.

**Q. WHAT IF WE BRING THE DATE OF OUR WEDDING FORWARD?**

Tell us as soon as you know and we'll do everything we can to meet the new date.

**Q. WHAT DOES 'GUARANTEED FOR LIFE' REALLY MEAN?**

It means that if your ring needs re-finishing, resizing or a stone needs replacing we will happily do this free of charge for the life of the ring. We cannot guarantee against normal wear and tear, as all jewellery metal is soft by nature.

**Q. WHAT CONSTITUTES WEAR & TEAR?**

When you take your ring out of the box for the first time it will be perfect, However all jewellery metals are quite soft and over time the finish will change – simply by wearing your ring tiny scratches will appear.

However because of the nature of metals used in high quality jewellery these

scratches disappear within a few weeks. We are happy to re-polish your rings at any time if you feel they need it.

**Q. ALTHOUGH WE DIDN'T ORDER IT ORIGINALLY, WE WOULD LIKE TO ADD ENGRAVING – CAN THIS BE DONE?**

Yes, we can do this – contact our customer services helpline to arrange this. There will be a small charge.

**Q. WHEN WILL WE GET OUR FREE GIFTS?**

Your chosen gifts will be sent with your rings. If you need additional gifts these can be ordered separately at a discounted price.

