



Your smooch

Guarantee of Quality



Thank you for trusting Smooch with this special purchase

At Smooch, we have decades of expertise in creating beautiful wedding rings with precious metals and gemstones. Our designs are some of the most beautiful hand crafted items of jewellery in the world and we aim to produce perfect results every time.

Each Smooch design is created to enhance the natural beauty of the metals and gemstones we use - just for you. We pay the utmost attention to quality, detail and style.

We understand just how special your rings are to you and your partner so we give you our unconditional guarantee that your rings will be expertly crafted by hand from the finest quality precious metals and beautiful gemstones.

We also guarantee that if any fault should appear in the construction of a Smooch ring we will repair or replace it at our discretion. If we repair the ring, we further guarantee that the quality of the repair will be done at the same standard as the original ring.

If for any small reason your ring falls short of your expectations we will gladly do whatever we can to make it perfect for you.

~~Because of the very high quality of workmanship in our rings, this Guarantee will be null and void if any work is carried out by any other jeweller or person without our express written permission.~~

Here's what we will do to ensure your ring is in perfect condition.

- We will clean and polish any wedding ring purchased from us, free of charge, at any time. Simply return the ring to us by Royal Mail Special Delivery and we'll ask our skilled craftsmen & women to renew the beauty of your ring by carefully polishing and refinishing it. We'll also check the settings of any diamonds.
- We will resize your ring at any time, free of charge, to ensure it is comfortable to wear and looks great. *Please note that your finger size will vary throughout the day depending on various environmental and physical factors. To have your ring resized please contact our customer service desk.*
- We will replace any diamond which is lost due to a problem with the setting or construction of the ring.
- We will replace any diamond which cleaves, cracks or chips providing it is not the result of serious misuse, accident or abuse.
- This guarantee excludes damage caused by normal wear and tear such as scratches, dents etc but our free polishing & refinishing service will take care of most of these problems. Occasionally we may make a small charge to cover our labour costs if damage caused by normal wear & tear is extensive.

Before sending any ring back for repair please call our Customer Service Desk (details below). You are responsible for the cost of shipping the ring to us and we will pay the return shipping cost.

All rings must be sent to us as follows:

In the UK - Send the ring, securely padded & packed, by Royal Mail Special Delivery, with a relevant level of insurance, to Smooch, PO Box 963, Uxbridge, Middlesex UB8 9JJ

From Ireland - Send the ring, securely padded & packed, by An Post Registered Mail, with a relevant level of insurance, to Smooch, PO Box 963, Uxbridge, Middlesex UB8 9JJ, United Kingdom.

CUSTOMER SERVICE TEAM - Phone - 01895 825900 (Mon - Fri, 9am - 5pm) or email sales@smoochrings.co.uk

If calling from the **Republic of Ireland please call us on +44 1895 825900**

P. O. Box 963, Uxbridge, Middlesex UB8 9JJ