

Terms and conditions agreement

These terms apply to all customers engaging the services of Zanry Jewellery.

Upon paying the deposit as discussed and giving Zanry jewellery the go ahead to manufacture/work on your jewellery item, you are agreeing to the following terms:

- Our consultations are free of charge up until two amendments to the original concept designs.
- The standard turnaround time for manufacturing is 3-4 weeks after the go ahead has been given and the deposit has been paid.
- All custom jewellery items require a non-refundable deposit.
- All custom made jewellery items are non-refundable and non-returnable.
- After giving the go ahead to start on your discussed item there cannot be any changes made to the final design.
- The standard turnaround time for repairs are 5 working days.
- Trading hours are as follow :

Monday to Friday:
09:00 – 18: 00

Saturdays - **By Appointment only**
09:00 – 13:00

Please note that meetings are by appointment only. The preferred communication medium is Email, purely for data logging reasons. You can expect correspondence through any communication medium within trading hours.

- 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 with a penalty of R 2 500 and keep the diamond that you purchased.

- Please note that when you leave your pre-owned items with Zanry Jewellery to work on/with, you are doing so at own risk. Please ensure that you have insurance on these items for the case of an armed robbery. We have also taken all the necessary precautions to ensure the safest environment for your items.
- With any fine jewellery item manufactured by Zanry Jewellery we will give you a full valuation for insurance purposes.
- Each item manufactured will remain the property of Zanry jewellery until paid in full.
- Full payments are to be made before or at collection of the completed order.
- With every newly completed item manufactured, Zanry Jewellery guarantee's a 6 Month warranty on the items within conclusion to a full inspection to identify the origin of the problem.
- After you have received your jewellery item we recommend that you bring it in for annual checking of your claws and engraving and rhodium plating (In the case of white gold).
- We at Zanry jewellery take great pride in our work and are open to any feedback on our service and quality of work. We want all of our clients to walk away happy with their new adornments!

Thank you for your time and support !

We look forward to working with you!

