

# Terms and Conditions

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## Our Promise to You

Your Diamonds is in business for more than 30 years and can proudly say that we have always been focused on our customers. We only do business by the philosophy that "When you do business with us, you do business with family." Over the years we have become well-known in the industry as a preferred diamond jewellery manufacturer and certified diamond wholesaler.

## Website Pricing

Pricing as it appears on the website is meant as a guideline only. Prices may vary depending upon the exact characteristics of the stone, metal type, weight, exchange rates and availability.

## Authenticity Guarantee

When you purchase a diamond from Your Diamonds, we guarantee that the diamond is a natural diamond with the characteristics as laid out in the Diamond Certificate. We guarantee that all our diamonds are laboratory certified.

This Guarantee is subject to the conditions stated on the original Diamond Certificate and does not cover damage to the diamond that occurs after the date of sale.

## Price Match Guarantee on Diamonds

Your Diamonds reserve the right to review your request and decide, in our sole discretion, whether the competitor's diamond is comparable. To verify the competing price, you must supply our consultants with a written quotation from the competitor. The competitor's diamond must have the same characteristics, including carat weight, cut, color, clarity, fluorescence, table and depth percentage, symmetry, etc. If Your Diamonds decides to match a competitor's price, we will honour the new price for 48 hours.

Time-limited sales events (such as Black Friday offers), are not eligible for the Price Match Guarantee.

The Price Match Guarantee only applies to purchases for personal use. The Price Match Guarantee does not apply to purchases for resale or commercial purposes.

Your Diamonds reserves the right to verify all information regarding the competing offer and to refuse to offer a lower price, in its sole discretion, is unsatisfied with its ability to verify the competing price.

We reserve the right to:

1. Deny requests
2. Modify these terms at any time
3. Terminate the Price Match Guarantee at any time

## Refunds and Returns

Damage as a result of heavy wear is not guaranteed. This is usually indicated by dents or scratches on the gold.

## Quotations

Written quotations are valid for seven days from the date of issue.

## **Custom Made Jewellery and Orders**

A 50% deposit is payable upfront on all orders. The date of completion is an estimate and wherever possible any unexpected delays will be communicated. Your Diamonds reserves the right to adjust the costs indicated on the sales order. Due to the fact that these orders are made to your specifications, the costs involved will be deducted from your deposit and are non-refundable in the event that the order is cancelled.

## **Repairs**

Your Diamonds reserves the right to adjust the repair costs which will be communicated. Neither Your Diamonds nor any staff member will be liable for any loss suffered. Your Diamonds reserves the right to return the item undone should the repair not be viable.

## **Insurance**

We strongly advise that you insure your purchase prior to collection on an all risk cover which includes loss, theft, and damage – including the risk of a stone falling out etc. as all risk of ownership passes upon the collection of an item from Your Diamonds.

## **General Terms**

We offer a complimentary first ring sizing and jewellery cleaning service. We recommend you have all settings inspected every six months. Your Diamonds will not be liable for any damage should any other jeweller repair or modify an item purchased from Your Diamonds.

Any dispute that may arise between you and Your Diamonds will be subject to prevailing South African Laws.

Customers who collect goods from our premises unconditionally agree and accept that the risk of loss and title for such items passes to you at the time of collection by you or your appointed agent.

Your Diamonds methods of payments are EFT or Credit/Debit cards. EFT payments must reflect in our bank account prior to collection or delivery.