

GEMPORIA AFTERCARE

JEWELLERY REPAIRS

Exclusive to Gemporia customers and jewellery, we offer a repair service at fantastic value.

We pride ourselves on rewarding your loyalty to us by offering a repair service at a cost better than you will find on the high street, once your warranty has expired.

To keep things simple, for the majority of jewellery we offer a range of fixed price repairs, so you can see exactly what the service involves and importantly what you will pay.

If you believe the repair may be more complex than our listed services, we are happy for our goldsmiths to examine the item and supply you with a no obligation free quotation promptly – you will only incur a small P&P charge of £2.95

YOUR ORDER

To help us identify your items and process your repair quickly and effectively, please fill in as much information about the item as you can below. Then complete the 'your details' sheet on the next page.

1. PRODUCT CODE

2. COST WHEN BOUGHT

**3. PLEASE CIRCLE ONE OF THE 9 CODES BELOW FROM THE 'SERVICE LIST'
ON THE BACK PAGE**

S1 S2 S3 S4 G1 G2 G3 G4 Q

4. DESCRIBE YOUR PRODUCT

(E.G. PINK SAPPHIRE RING SET IN 9K YELLOW GOLD)

**5. DESCRIBE IN WORDS THE PROBLEM YOU ARE HAVING, WHAT WOULD YOU
LIKE US TO DO AND IF THERE IS ANYTHING YOU DON'T WANT US TO DO**

(E.G. A STONE IS LOOSE, OR THE EDGES OF MY RING ARE SHARP)

YOUR DETAILS

Make sure you input all your details below. We will take payment for the repair from the last card used on your account. If you wish to use a different card please contact our Customer Service Team on **01527 406 100**.

GEMPORIA ACCOUNT NUMBER _____

LAST 4 DIGITS OF CARD YOU WISH TO USE _____

FULL NAME _____

ADDRESS _____

_____ POSTCODE _____

CONTACT NO _____

EMAIL ADDRESS _____

We recommend that you send your item to us by an insured delivery method, such as Royal Mail Special Delivery or DPD Courier Services.

PLEASE POST TO
AFTERCARE, Gemporia LTD, Unit 17
Howard Road, Redditch B98 7SE

SERVICE LIST

Exclusive to Gemporia Customers and Jewellery

STERLING SILVER SERVICE

	PRICE	CODE
Reset stones that are loose or have come out of the setting Stones must be returned with the item	£18	S1
Repair damaged or broken metalwork (including setting existing stones)	£30	S2
Replace and set lost stones (including re-tip as necessary)	£35*	S3
Repair Damaged or broken metal and replace lost stones	£42*	S4

GOLD SERVICE

	PRICE	CODE
Reset stones that are loose or have come out of the setting Stones must be returned with the item	£25	G1
Repair damaged or broken metalwork (including setting existing stones)	£40	G2
Replace and set lost stones (including re-tip as necessary)	£45*	G3
Repair Damaged or broken metal and replace lost stones	£55*	G4

*Additional costs for replacement stones – you will be notified before procurement.

Quotation Requirements	Code
If you require any more complex work that is not included in the Gold and Silver service, please send your jewellery to us with an explanation and our goldsmiths will examine the items and supply you with a recommendation and no obligation quote promptly – you will only incur a small P&P charge of £2.95.	Q

All Prices are based on the process described. Should your items require further work you will be contacted before any work is carried out.