

miltons

Returns, Refunds, Trade-ins and Advice

This policy / guidance applies to purchases made from March 2009.

Your statutory rights are not affected and take priority.

1. Any item proving faulty within one year from date of sale

We would be delighted to undertake a free repair of your purchase. We will give a full refund or exchange with or without receipt, provided we agree that the item was sold here and is genuinely faulty - please note, this excludes accidental damage, denting, pulled ring-claws, chipped diamonds, malfunctioning watches which have received knocks and all similar problems which are NOT faults. We reserve the right to return watches or any other item at our discretion to the relevant manufacturer for comment before offering an exchange or refund. All mechanical watches may need their time-keeping to be regulated (adjusted) to suit the individual wearer; this is not a fault.

2. Items which are NOT faulty, but brought back within four weeks and accepted by us as UNWORN (on which our decision will be final) :

With receipt - full exchange or refund

Without receipt - an exchange or vouchers, provided we confirm the item was sold here.

If your purchase has involved the use of a credit note, credit from a layby or an insurance company payment, this policy (which the law does not require us to provide) may not apply, at our absolute discretion.

If an item is **returned within four weeks but WITH signs of any wear**, we may refund a large proportion of the original purchase price, but this is also entirely at our discretion.

3. "Sale" or "Reduced" items

We do not offer the voluntary four week return period described above for sale / reduced items. A refund will not normally be given unless the item is faulty.

4. "Layby" refunds

Where a deposit has been paid on an item, if you later decide you no longer wish to purchase it, or are unable, then your deposit(s) will be refunded as a credit note or vouchers to spend in the shop, with no time limit. When you subsequently purchase an item, the four week return period may not apply.

5. Insurance Replacements

If an insurance company has paid for your jewellery as the result of a claim, we will happily exchange jewellery as described above but regret that we cannot give a refund at all unless the goods are faulty. Such a refund may be for the amount Miltons actually received from your insurers and may require their prior approval.

6. ANY refund authorised will be repaid in the same or similar form as originally paid.

PLEASE INSURE YOUR PURCHASE !

There are accidents and events which can jeopardise your investment. A chipped diamond, snagged ring-claw or dropped watch, not covered by our warranty, can cause an unfortunate loss.

TRADE-INS / PART-EXCHANGES

We will always try to offer a generous part-exchange price on goods you have bought here or elsewhere.

If you bring back a **secondhand diamond ring or Rolex** for which you paid **at least £1,000** and which is **in a similar condition to that when it was first sold**, we will aim to give you **between 75% and 90% of the original purchase price back in part exchange against a similar item of at least 50% greater value.**

GEM-SET JEWELLERY, including Pearls

Some gem materials such as emerald, opal or pearl can be damaged or destroyed if cleaned with (or inadvertently exposed to) the wrong substances. Even soapy water, perfumes and cosmetics such as moisturiser can be a danger and should be kept from your gem-stones as far as possible. If you have jewellery which contains **ONLY diamonds** then you should be able to clean it yourself, using appropriate care and materials. Jewellery containing gem materials of any other type should be returned to us for cleaning.

WHITE METALS / PLATED FINISHES

It is accepted industry practice for some metals, most commonly white gold (which is in fact grey) to be plated by a thin, hard layer of rhodium or an equivalent. Time and wear can remove this layer to reveal duller, greyer metal underneath. This can be refinished at no charge within the warranty period, or at a small charge thereafter.

WATCHES

The most expensive watches are rarely the most accurate. It is crucial to note that for mechanical watches including Rolex, Cartier, Omega and other top brands, **anything within about 10 seconds gain or loss per day is acceptable**. In a day of 86,400 seconds even this represents remarkable 99.99% accuracy ! These automatic watches **CANNOT** be as accurate as a cheaper quartz watch and this may necessitate re-setting your watch as often as fortnightly, but the value of such watches does not lie in their time-keeping. If ultimate accuracy is paramount, you should consider a quartz watch.

Leather, fabric or resin straps are prone to showing signs of wear depending on use. Such wear will not be covered by any of our warranties as it is not a fault.

No watch should be treated as **water resistant** unless specifically described as such by us. Rolex Oyster models and equivalent watches from other brands may offer water resistancy to various depths, but this applies **ONLY** if any **screw-down crowns** are duly tightened first.

For watches on bracelets (or "metal straps") it is a sensible requirement that once each week you should examine the bracelet and run your fingers along the sides, in order to catch any pins / screws in the early stages of coming out. This or any other problem can be remedied immediately by us in most instances. If you detect any problem during your **weekly inspection**, you **MUST** return your watch to us at once.

If you received a **guidance sheet and / or instructions** with your watch then please read them carefully and follow the advice provided. If in doubt, ask for one of our specialist watch team on 0151 708 6766.

149-150 St. John's Centre, Liverpool, L1 1NB - Tel 0151 708 6766
71 Church St, Liverpool, L1 1DG - Tel 0151 708 0365
60 Eastgate St, Chester, CH1 1LE - Tel 01244 351814
36 Borough Pavement, Birkenhead CH41 2XX - Tel 0151 647 2144