



Returning your item for a repair

Does the ring come with any guarantee?	Any item you purchase from us comes with a 3 year guarantee for any manufacturing faults that take place within this period.
Will there be any charge for the repair work?	Provided there is no sign that the item has been accidentally damaged by you in some way, almost all repair work will be free of charge. If you have damaged the ring we will still repair it but there may be charges involved. These will be explained to you before any work is carried out and charges are very minimal in most cases. If a stone has become loose in the setting this will be rectified completely free of charge, provided there is no sign that you have damaged the ring.
How long will it take?	Usually we can rectify any problems within 3-5 working days but this does vary depending on the individual item and repair work that is involved.
Where do I send it back to?	Please return your item via Royal Mail Special Delivery to – RD Ltd, 2 nd Floor, 117 Farringdon Road, London, EC1R 3BX
Do I need to return any paperwork with it?	Please just use the form provided and do not send in your valuation document or other certifications with the item. Please just ensure the item is secure in its original box if possible.

Returning your item for a clean/polish/rhodium-plating

Where do I send it back to?	Please return your item via Royal Mail Special Delivery to – RD Ltd, 2 nd Floor, 117 Farringdon Road, London, EC1R 3BX
Do I need to return my paperwork?	Please just use the form provided and do not send in your valuation document or other certifications with the item. Please just ensure the item is secure in its original box if possible.
How long will it take?	Approximately 2 working days.
Is there a charge for this?	A free clean/polish is complimentary within the first year. There will be a small charge of £15 thereafter. Please be aware gents wedding rings may cost more so we would advise you to enquire beforehand.



Repair form

Our address...Please send here (Via Royal Mail Special Delivery ONLY)	R.D Ltd, 2nd Floor, 117 Farringdon Road, London, EC1R 3BX
Your Full Name	
Telephone number	
E-mail address	
Return Address	
Reason for repair/Work required	
Deadline for return of your ring if you have one	