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Jewellery questions

Is your jewellery genuine?

We guarantee that [all jewellery](#) offered through Fameo Online Jewellery Boutique is genuine and every piece of jewellery comes with a Certificate of Authenticity assuring that the purchased jewellery piece is authentic and a limited edition of an original Fameo (tm) creation. [All jewellery](#) is designed and manufactured under the controlled facilities of Fameo Ltd, by highly skilled specialists adhering to the highest professional, ethical, technical and [quality standards](#).

Our Certificate of Authenticity provides relevant information regarding the jewellery piece, such as, an actual picture of the jewellery, the designers name, edition information and summary of all precious materials used. It also certifies that all precious materials, including precious stones and metals have been purchased from a legitimate source, not involved in conflict funding and in compliance with the United Nations resolutions. It certifies that all precious metal parts were assayed and carry a hallmark, which guarantees that the jewellery piece has been independently tested, to be of the stated finesse and weight in compliance with the UK Hallmarking Act 1973 and subsequent amendments. The jewellery hallmark consists of an Assay office mark, a number indicating the metal fineness in parts per thousand and a Fameo mark, which is clearly printed in the Certificate of Authenticity. It also certifies that all precious stones, including diamonds and colour stones are natural and not simulated, synthetic or lab created. Pearl jewellery certificates may further clarify the type of pearls used, such as cultured or natural.

It is important to note, that the Certificate of Authenticity that comes with every [Fameo jewellery](#) piece is not a sales gimmick, a valuation schedule, proof of ownership or precious stone grading report. It does not carry price information or owner's name and is issued solely as a visual identifier that assists in determining whether or not the accompanied Fameo (tm) jewellery piece is genuine. If you require a Certificate of Ownership, which can be used as an estimate retail replacement value for the intended use of obtaining insurance, we will be more than happy to issue this and provide it free of charge, after 15 days of your purchase receipt. Diamond grading reports and/or precious stones identification certificates from independent gemmological laboratories are included free of charge for the stones above a certain value or can be arranged for a nominal fee.

Are your gemstones natural?

All precious stones, including diamonds and colour stones that are used in Fameo branded jewellery are 100% natural and have been meticulously selected from specialized markets around the world. Our GIA certified gemmologists on staff guarantee that all of stones are accurately identified and graded according to GIA standards. Choosing precious stones of the right quality and colour for each piece of jewellery is truly an art and a challenge and we pay

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special attention to the clarity, cut and colour. Our meticulous graders ensure that every stone passes high grading standards.

Additionally, a Gemstone Identification Certificate for a single centre precious stone, can be arranged from the Asian Institute of Gemmological Sciences (AIGS) upon request for a nominal fee. Jewellery pieces featuring stones of high value always come with either an Asian Institute of Gemmological Sciences (AIGS) or Gemmological Institute of America (GIA) identification report, to give you extra confidence and assurance.

Larger and higher-grade diamonds used by Fameo, have been analysed and graded by either the Gemmological Institute of America (GIA) or International Gemmological Laboratory IGL. These two laboratories are among the most respected laboratories in the diamond industry, and are known for their consistency and unbiased diamond grading systems. Diamonds which are too small to be individually certified are at least of "H/SI" grade. For information of a diamond-grading report, please consult the jewellery item specification.

Is your jewellery hallmarked?

All Fameo gold and platinum jewellery is tested by the London Assay Office, which guarantees that the jewellery piece is of the stated finesse and weight in compliance with the UK Hallmarking Act 1973 and subsequent amendments. No jewellery piece or part of the piece is hallmarked unless it is first assayed and found to be of the standard of quality required by law. It is also illegal for fine jewellery above a certain minimum weight to be described or sold, as gold or platinum, unless they carry an approved hallmark. Although the assaying and marking authorities are not government officials, they operate under full legal powers and The British Hallmark, which was introduced over 600 years ago, holds unquestionable integrity as a guarantee of quality and is accepted as such in every part of the world.

[All jewellery](#) sold by Fameo Online Jewellery Boutique carry's an International Convention Hallmark that comprises of the London Assay Office mark (Leopard's Head), finesse mark as a number, indicating the metal fineness in parts per thousand, the common control mark (CCM) and a Fameo mark (FMO). In addition to the jewellery piece, the hallmark details are also clearly stated on the Certificate of Authenticity, which comes with every piece of [Fameo jewellery](#), to allow you to quickly identify what carat your jewellery is, if you have to take it for repair or alterations.

Is your jewellery ethical?

We are committed to operating our business, assuring that you can rely with confidence on our professional and [ethical standards](#), when buying jewellery from Fameo Online Jewellery Boutique.

Naturally we support the Kimberley process, which is a certification system, which attempts to guarantee that diamonds are conflict-free. Unfortunately, the Kimberley process does not

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certify fair trade practice, environmental and social standards, nor does it address issues with other precious stones, which come from all over the world, including war zones. There is a lot of speculation and marketing exploitation of the term ethical jewellery, especially when it comes as a cheap and easy option of simply printing "conflict-free" on the invoice or calling to ban Myanmar gemstones (i.e. Burmese rubies). These claims do not make jewellery ethical, nor does it actually guarantee that the stones are conflict free, because proving the stones origin, is a big challenge and in some cases an impossible task.

The truth is, that if your diamond is not "bloody", it's probably "sweaty" and always overpriced. The diamond market is carefully controlled by mainly one organization - De Beers, that comprises of many companies involved in rough diamond exploration, diamond mining and diamond trading. The various companies within De Beers "family of companies" enjoys a monopoly in Botswana and almost a virtual monopoly in diamond supply in the rest of the world. In August 2007 the British charity [War on Want](#) published a report accusing De Beers parent company Anglo American of profiting from the abuse of people in developing countries in which the company operates. In the Philippines and South Africa, local communities have faced severe repression for protesting against Anglo American's operations. In Ghana and Mali, local communities see little of the huge profits being made by Anglo American, but suffer from the devastating impact of its mines.

We, at Fameo, only deal with small independent diamond suppliers that provide us with untreated, conflict-free, fair traded and natural diamonds either from India or Russia and our precious (colour) stones sourcing policies, aims to contribute to the alleviation of poverty in developing regions of the world, by establishing a system that allows small miners and gemstone traders in developing regions to gain access to the UK market. We are dealing directly with people who mine and cut top quality gemstones, share skills and increase employment opportunity within their communities.

Fameo Ltd is a full member of the British Jewellers Association (BJA) and adheres to the BJA's [Code of Ethics](#). We are transparent in our business, and we emphasis on fair and conflict-free gemstone and diamond trade. Compliance is kept with all UK legislation, industry standards and beyond, by providing you with full discloser of materials used in Fameo branded jewellery and providing grading specifications for every precious stone, pearl, diamond and precious metal part.

For more information, please refer to the [Code of Ethics](#) and [Conflict diamonds](#) policy.

Is the jewellery covered by warranty?

We are confident in the quality of our craftsmanship and we back it up by offering a [limited lifetime repair or replacement warranty](#), on [all jewellery](#) sold by Fameo Online Jewellery Boutique. This means, that for as long as the original purchaser owns Fameo branded jewellery, they are warranted against defects in materials or workmanship for a limited lifetime. We also guarantee the mounting for your diamond and coloured stones against all defects in material or

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workmanship during normal wear and we will repair any precious stones or diamonds in case of loss from the mounting, provided the stone(s) are returned with the jewellery piece.

Our warranty does not cover loss or damage resulting from abuse, mysterious disappearance of the jewellery piece or repair, sizing or any other work done on your jewellery, other than by Fameo or another jewellery company that we have specifically authorized. Our warranty also does not cover white gold jewellery discolouration due to Rhodium plating wearing off.

Any claim arising under Fameo [limited lifetime warranty](#), must be submitted by the original purchaser and shall include proof of purchase and the original warranty card or original Certificate of Authenticity. We will either replace or repair, at no charge to the original purchaser, any parts or components that are found to be defective. Please note, that we are not responsible for or obligated to pay for shipping or other transportation related costs or expenses in connection with any defective products or components that are returned to our facilities.

For more information, please refer to the [Warranty policy and limitations](#).

How is your jewellery packaged?

We strive to present [our jewellery](#) in an elegant and efficient manner therefore, all of [our jewellery](#) comes individually packaged in a signature Fameo box, wrapped with ribbon.

Our Boutique Collection jewellery comes in a variety of elegant hardwood and genuine leather boxes. Hand embroidered silk interiors complement and enhances the presentation of the jewel.

The Fine jewellery range items come in spacious wooden boxes, which is finely textured in jet black, branded with a Fameo logo in silver on the cover and a luxurious leather-like inner pillow wrapped in a holder, which complements the jewellery and holds the items in place.

Our Luxury gifts jewellery comes in a black-ridged box, wrapped in a silk bag and features a velvet felt pinkish interior and provides a beautiful setting for the jewellery.

For extra security and protection, the jewellery boxes are packed and despatched in a specially designed black cardboard outer box, branded with a Fameo logo in silver with an inner foam product-stabilizing block, wrapped in Fameo tissue paper for an extra layer of protection during transit of the jewellery. An internal pouch contains the accompanied Certificate of Authenticity, gemstone and diamond certificates (if applicable), jewellery care cloth and personalised pre-paid return label with instructions.

You can always review what kind of packaging and extras come with the particular jewellery piece by clicking the "In the box" link at any item detail page.

Do you provide gift wrapping service?

Sending [Fameo jewellery](#) as a gift to someone special, is as easy as ordering it for yourself and you should take full advantage of our complimentary gift card and gift wrapping service available for every purchase. Gift cards are available in various designs based on original

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watercolour paintings, produced exclusively for [Fameo Jewellery](#) Boutique and are printed on a high quality diamond white textured paper. You can add a personal touch by adding your own message, which can be either printed or handwritten if requested. French thick wrapping paper comes either in white crocodile or a black snake pattern option and is reinforced by high quality contrasting ribbon, giving your wrapped jewellery box a luxurious feel and look. There is no need to worry that the surprise of your present will be spoiled or your recipient will find out how much you have spent. We will always follow your instructions and will never contact the recipient or disclose prices in a despatch note.

To send jewellery as a gift, start by adding the jewellery to your [shopping basket](#). When you proceed to the order checkout, make sure that you enter the recipient name and the recipient delivery address instead of yours, which you will need to specify as a billing address later. Then, you will be presented with the option of "Complimentary gift packaging", where you will be able to choose your gift card and write a personal message. You will be also be given the opportunity to instruct us if you want us to wrap and proceed with your gift delivery. We can also guarantee your jewellery gift delivery on and by a specific date during working days. You can request a scheduled delivery date after you have fully submitted your order, through the "Manage order" option accessible at [Your account](#). For more information about requesting delivery for a specific date, please refer to the "[Delivery times](#)".

Please note, that only one gift delivery per order is allowed. If you must send multiple gifts to different addresses, you will need to complete the order checkout for each delivery.

Do you offer a made-to-order service?

All [Fameo jewellery](#) is designed and manufactured in-house and can be made in any size, and with any choice of precious metals, precious gemstones and diamonds. We stock thousands of single gemstones and have instant access to millions of loose gemstones and diamonds from our partners. We also offer a personalised design service and encourage you to email us drawings or photos of your own design ideas. We can advise you on alternative materials or designs to help you create your very own jewellery.

Basic alteration options, such as colour of gold, ring size or variations of gemstone colour shades are usually included in our listed price. More complex alterations, such as eternity rings, bracelets and necklace sizing or sourcing and setting of single gemstones, will depend upon what you are ordering and will be quoted on a case-by-case basis.

The cost of a completely custom made piece will always be considerably more expensive than our in-stock jewellery designs, because it involves a complex and time-consuming process of designing, 3D rendering, moulding and casting, as well as gemstone sourcing and setting. There is a minimum fee of £1000.00 for any commission.

Where does your jewellery come from?

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Creativity and invention is paramount to Fameo Online Jewellery Boutique. We pride ourselves on conceiving beautiful, innovative and luxurious jewellery, as well as, making classic designs stand out. Our unmatched access to millions of individual precious stones and the ability to offer personalisation for any [jewellery design](#) is offered through our online catalogue. The London based international team of jewellery designers are encouraged to express their personality and creativity, as a result most of the Boutique collection jewellery, has been highly commended or won awards, including The Tahitian Pearl Trophy and the Kayman Award. Since we do not believe in a one-man show or signature style exploited year after year, you will find that Fameo offers very different and distinguished jewellery lines, ranging from Art Deco baguette jewellery to New Age and Red Carpet pieces.

Precious stones are not just the centre stone of our solitaire rings, but also crucial to our inspiration and creativity. We make jewellery with personality and it's only possible with natural beauty, individuality and rarity of the colour gemstones we use. Our GIA certified gemmologists on staff at Fameo's Bangkok branch is there to ensure that Fameo doesn't have any shortage of gems and all stones are fairly traded, properly cut, accurately identified and colour graded according to GIA standards.

Craftsmanship is essential to bring Fameo's design dreams to reality, and Fameo goldsmiths inputting their artistry skills and years of experience to bring life into each piece of jewellery. Handmade either at Fameo, Bangkok or our London workshops, the final touch always comes from a Fameo technical chief with many years of experience from some of the most renowned French jewellers in the world.

What if your jewellery doesn't fit?

If your ring, bracelet or necklace doesn't fit, you can return it for exchange or for free resizing. Please note, that some items cannot be resized and we will have to re-make the item to a larger size. This will require additional materials and we will have to charge for this. For example, eternity rings may require additional gemstones and/or diamonds, bracelets and necklaces additional links. If this is the case, we will contact you with a detailed quote as soon as we receive your return.

Please follow our standard [return procedures](#) when returning jewellery for resizing or an exchange:

- Log into your Fameo account and access the [Returns Centre](#) where you will be given your RMA number.
- Alternatively, please contact our [customer service](#) for your RMA number.
- Find the personalised pre-paid return label enclosed in your order. There you will find the area to type in your RMA number.
- In the "Return purpose" section of the personalised pre-paid return label tick "Return for exchange" or "Return for resizing".

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- Use the pre-paid, personalised return label that was in your order and stick it on to your package.
- Visit your nearest Royal Mail post office and post your package through the teller.

The total of the return and onward [delivery cost](#) will be charged to [your account](#). For more information about return procedure please refer to the "[Returns and refunds](#)"

What if your jewellery breaks?

We, at Fameo Online Jewellery Boutique, pride ourselves in having craftsmen with years of experience and high skills. All of [our jewellery](#) is made in-house bringing character and quality to each piece. All gemstones that are used in Fameo branded jewellery have been meticulously selected from specialized markets around the world and our GIA certified gemmologists on staff guarantee that all of our gemstones are accurately identified and graded according to GIA standards.

We are confident in the quality of our craftsmanship and we back it up by offering a [limited lifetime repair or replacement warranty](#), on [all jewellery](#) sold by Fameo Online Jewellery Boutique. This means, that for as long as the original purchaser owns Fameo branded jewellery, they are warranted against defects in materials or workmanship for a limited lifetime. We also guarantee the mounting for your diamond and coloured stones against all defects in material or workmanship during normal wear.

We do not guarantee loss or damage resulting from abuse, mysterious disappearance of the jewellery piece or repair, sizing or any other work done on your jewellery, other than by Fameo or another jewellery company that we have specifically authorized. Our warranty also does not cover white gold jewellery discolouration due to Rhodium plating wearing off. Although we will be more than happy to re-rhodium plate your white gold jewellery for a nominal fixed charge of £25, excluding delivery charges.

Finally, please note, that Fameo's limited lifetime repair or replacement provides coverage for defects in manufacturing only (based upon OUR inspection and sole determination) and expressly excludes coverage for excessive wear and tear and/or physical/accidental abuse, loss, theft and deterioration resulting from accident, negligence, or tampering.

To take advantage of Fameo's Online Jewellery Boutique [limited lifetime repair or replacement warranty](#), please follow our standard [return procedures](#) when returning the jewellery for repair or replacement:

- Log into your Fameo account and access the [Returns Centre](#) where you will be given your RMA number.
- Alternatively, please contact our [customer service](#) for your RMA number.
- Find the personalised pre-paid return label enclosed in your order. There you will find the area to type in your RMA number.

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- In the "Return purpose" section of the personalised pre-paid return label tick "Return for replacement" or "Return for repair".
- Use the pre-paid, personalised return label enclosed in your order and stick it onto your package.
- Visit your nearest Royal Mail post office and post your package through the teller.

The total of the return and onward [delivery cost](#) will be charged to [your account](#). For more information, please refer to the "[Warranty Policy and Limitations](#)" and "[Returns and refunds](#)"

What if your jewellery discolours?

If you purchase white gold jewellery, you should be aware that there is no such thing as white gold, because white gold is an alloy (mixture) of yellow gold and white metals, such as silver and palladium, and the natural colour of white gold is a light grey to light yellow. The higher the karat weight, the more pure gold is in the alloy and more yellowish it looks. To achieve white, a platinum-like colour and a pale luminescence, white gold jewellery is either plated with rhodium or alloyed with nickel. We do not use nickel due to EU legislation and the fact that at least 20% of the population is allergic to it so we rhodium plate all our white gold jewellery.

Rhodium is a metal very similar to platinum and is very white, hard and gives the jewellery a modern and gleaming sheen. But it is very important to be aware that rhodium plating does not last forever. The plating on something that takes a lot of abuse, such as a wedding ring, can wear away in as little as 1 year, while a necklace or earrings that are worn less frequently, can keep its plating for ten or more years. Discolouration can also in some rare instances, if the skin has a slight reddening reaction to the exposed alloy.

Before you purchase a white gold jewellery item from Fameo Online Jewellery Boutique, please consider ordering it in yellow gold, or if a white colour is an important design feature, consider a platinum version of the item. The real reasons why white gold is used in jewellery instead of platinum, is due to its much lower price compared to platinum and the legacy of the ban of platinum use for non-military manufacturing during World War II.

If you already own a piece of Fameo white gold jewellery and the rhodium plating has worn away resulting in a yellowish colour of the original white gold (discolouration), we will be more than happy to re-plate your white gold jewellery for a nominal fixed charge of £25, excluding delivery charges.

To take advantage of this service, please follow our standard [return procedures](#) when returning the jewellery for repair:

- Log into your Fameo account and access the [Returns Centre](#) where you will be given your RMA number.
- Alternatively, please contact our [customer service](#) for your RMA number.
- Find the personalised pre-paid return label enclosed in your order. There you will find the area to type in your RMA number.

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- In the "Return purpose" section of the personalised pre-paid return label tick "Return for repair".
- Use the pre-paid, personalised return label that was in your order and stick it on to your package.
- Visit your nearest Royal Mail post office and post your package through the teller.

The total of return and onward [delivery cost](#) and service fee of £25 will be charged to [your account](#). For more information, please refer to the "[Warranty Policy and Limitations](#)" and "[Returns and refunds](#)".

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