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## Exclusive luxury packaging

### What you need to know about our packaging

All Fameo products are delivered packaged in presentation boxes and mailed in protective bubble wrap envelopes and a rigid, purpose made outer carton container to reach you in perfect condition. In the unlikely event that your product is damaged in anyway, please follow our [delivery assurance](#) instructions and [contact us](#) as soon as possible, so we can arrange a replacement.

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

A Certificate of Authenticity, bearing an individual serial number of the product, also accompanies each jewellery piece. As well as ensuring that gemstones and diamonds used in the jewellery are natural and "conflict free", the Certificate is your assurance that you have purchased generic Fameo product and as described in the Fameo online catalogue. In addition to [your statutory rights](#), we provide a [limited lifetime warranty](#) against faulty workmanship, which is valid only when claimed using the enclosed Certificate.

### Standard original packaging list

When your order is delivered to you, please ensure that you have received all extra packaging materials as well as your ordered product. List of all your package contents can be found on the packing slip and generally every jewellery piece should be accompanied with:

- Fameo signature presentation box;
- Certificate of Authenticity;
- Jewellery cleaning and care cloth;
- Personalised pre-paid return label
- Original despatch note.

Please note, that we will never merge ordered products under a single invoice or block certificate and you must [contact us](#) immediately if you discover that the arrived package was tampered with in any way, and/or the outer box security seal was broken and/or some documents missing.

### Packaging and packaging waste

We recognise the benefits of recycling as a means of protecting our environment and we encourage you to recycle the packaging you receive from us. For our part we reduce paper use by using a "paperless office". For your part, you will notice that the invoice is printed on an off white paper. This is because we now print our packing lists and invoices on 100% recycled and de-inked paper. The recycled paper we use is produced from paper that has already been printed on, but is then mulched and de-inked.

See Fameo Ltd, , <http://www.fameo.co.uk/viewpage.html?id=KBH-084> (Description may include but is not limited to: an abstract, a table of contents, a graphical representation, or a free-text account of the resource.) (as of ).



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Fameo has made continued efforts to be in line with the EU Directive on "Packaging and Packaging Waste" (94/62/EC). The intention of this directive is the minimization of packaging. The implementation of this directive in national law has been done in different ways and each country does have its own packaging compliance scheme. As mentioned, the intention of this directive is to reduce waste. This can be realized through reuse or recycling of packaging material. The disposal instead of recycling of packaging waste should be avoided whenever possible. In addition the directive limits the concentration of heavy metals.

The directive also makes the manufacturer and supplier responsible for the take-back of packaging. This obligation can also be passed on to a third party; in many countries organizations like DSD, Eco Emballages, Fost Plus or ARA are managing the take-back of the packaging materials.

Among some of the Fameo results are a reduction of packaging material, use of recycled material and assurance that the utilized material can easily be recycled wherever possible. Fameo is also currently working to achieve compliance with [Ecolabel](#) packaging, which is the UK scheme run by Defra, the official UK Ecolabelling Competent Body.

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