



Helpline 0845 259 1358
Voicemail 0800 471 5001
Website www.fameo.co.uk
E-mail info@fameo.co.uk

Returning your order is easy

What you need to know about returns

[Your satisfaction](#) is our top priority and every transaction must be easy, pleasant and convenient. This also applies to returning the product for any reason. Returning your order to Fameo is simple and a straightforward process:

- Find the [return charges](#) schedule card that was in your order. There you will find the area to insert your RMA number;
- Log into your Fameo account and access the [Returns Centre](#) where you will be given your RMA number (alternatively please contact your [customer service](#) representative for your RMA number). Please enter your RMA number, select the return reason and confirm it. Now you and us can track the return progress, every step of the way;
- Make sure your product is packed safely and securely, as well as any jewellery boxes, tags, manuals, warranty cards, etc. that accompanied it in the original shipping carton. Check if you don't forget anything by using the original packing slip. Please do not write jewellery, diamonds or any other identifiable luxury product word in order to protect the package against possible theft during transit.
- Use the pre-paid, personalised return label that was in your order and stick it on to your package;
- Visit you're nearest Royal Mail post office and post you package through the teller. You won't be charged at this point.

Please note that we will only accept returned deliveries after activation of an RMA number through your Fameo account and when sent using the pre-paid, personalised return label enclosed in your original delivery. If your original package doesn't have a [return charges](#) schedule card with the RMA number or/and personalised return label you must obtain it from the [Returns Centre](#).

Our experts upon receipt of your returned package will inspect all diamonds, colour stones and jewellery for any signs of wear, tear and tampering, against our records before issuing any refunds, replacements or credits. Unless the product being returned meets the above guidelines we cannot accept it for a refund, replacement or repair.

Returning under 15-day money-back guarantee

If for any reason you are unhappy with your purchase, you can return it to us in its original condition within 15 days of the date you received the product, unused and unworn (with any seals and security tag-seal intact) and we will issue a full refund for the price you paid for the product under the following conditions:

- You have read, understood and agreed with our [Returns policy](#);
- All products and accompanied materials must not have any signs of wear and tear;
- All products must be unblemished and in its original condition exactly as supplied;

See Fameo Ltd, , <http://www.fameo.co.uk/viewpage.html?id=KBH-092> (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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- Your RMA number must be activated through your Fameo account at the [Returns Centre](#);
- The pre-paid, personalised return label must be used for the return delivery;
- The total of onward and return [delivery cost](#) will be deducted from [your refund](#).

Please refer to the [return charges](#) for the details about cost, which WILL occur when you return products under the [15-day money-back guarantee](#).

Returning under 30-day faulty product guarantee

If there is a fault with your product, you may return the product within 30 days of delivery for replacement or refund under the following conditions:

- You have read, understood and agreed with our [Returns policy](#);
- All products and accompanied materials must not have any signs of wear and tear;
- Your RMA number must be activated through your Fameo account at the [Returns Centre](#);
- The pre-paid, personalised return label must be used for the return delivery;
- There will be no charges for returning the product and replacement delivery or deduction from [your refund](#).

Please refer to the [return charges](#) for the details about cost, which MAY occur when you return products under the [30-day faulty product guarantee](#).

Returning under the delivery assurance

If you received a product damaged during transit, you may return it for replacement or refund under the following conditions:

- You have read, understood and agreed with our [Delivery Assurance](#);
- RMA number must be activated through your Fameo account at the [Returns Centre](#);
- The pre-paid, personalised return label must be used for the return delivery;
- There will be no charges for returning the damaged product and replacement delivery or deduction from [your refund](#).

Please refer to the [Delivery Assurance](#) for more information about claims procedure when requesting return or refund under the [delivery assurance](#).

Returning under the Limited Lifetime Warranty

If there is a fault with your product due to manufacturing defects, you may return the product for replacement or repair under the following conditions:

- You have read, understood and agreed with our [Warranty Policy and Limitations](#);
- The warranty serial number from your original warranty card must be activated through your Fameo account at the [Returns Centre](#);
- The pre-paid, personalised return label must be used for the return delivery;
- The total of return and onward [delivery cost](#) will be charged to [your account](#).

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Please refer to the [Warranty Policy and Limitations](#) for more information about the claims procedure when requesting repair or replacement under the Lifetime Warranty.

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