

REFUNDS AND RETURNS

1. Products will be accepted for a refund or credit within 7 (seven) days of purchase and must be accompanied by the original sales receipt, packaging and all certificates, if applicable, subject to the Products being returned to First Diamonds in good, unused, original, saleable condition acceptable to First Diamonds.
2. Subject to clause 1 above, returned Products will only receive a full refund of the Purchase Price if in South Africa (excluding any courier charges, if applicable). If the Product is being returned by an international Customer, First Diamonds shall deduct any applicable VAT, import duties and shipping costs from the Purchase Price prior to the return.
3. If the Products are defective within the first 6 (six) months from the delivery date, the Customer may return the Products to First Diamonds for a repair, replacement or a refund at the Purchase Price paid for the Products.
4. Any repairs not collected by the Customer after 2 (two) months, and after the required notification process has been followed, will be sold to defray expenses by First Diamonds.
5. Please take note that First Diamonds is not obliged to accept returned Products and refund Customers where:
 - 5.1. The Customer cannot provide proof of purchase;
 - 5.2. If in the instance of a Product being sold as a result of direct marketing, the Customer cancels the Agreement long after the 10 day cooling off period has expired (please take note that this period is only applicable where the Product was sold as a result of direct marketing);
 - 5.3. The Customer was afforded an opportunity to inspect the Products prior to their purchase and subsequently changed his/her mind about the Products. However, First Diamonds has a discretion in this regard and provides for a 7 (seven) day return policy as per clause 1 above;
 - 5.4. The Products have been damaged, due to negligence;
 - 5.5. The Products have been partially or entirely disassembled, physically altered, permanently, installed, affixed, attached, joined or added to, blended or combined with, or embedded within, other goods or property; or are a public health concern, evidence of abuse, tampering or misuse of the Products;
 - 5.6. The Customer did not adhere to First Diamonds' instructions or did not keep proof of repair.
6. The Customer may be entitled to refunds within 10 days of the delivery date of the Products if:
 - 6.1. The Products are faulty and the Customer was not aware or advised of the fault(s) during the time of purchase;
 - 6.2. The Products are not the same as those shown to the Customer prior to delivery of the Products.
7. Refunds will not be given for special orders, discounted and altered Products, including the sizing or resizing of a ring.
8. Refunds will be provided for EFT, cash, cheque and credit card purchases only. The reversal of cash or cheque purchases will be effected by means of an electronic funds transfer into the bank account where the payment originated. A copy of the customer's ID/Passport, banking details confirmation and the Customer's signature on the refund form is required before a refund is processed to safeguard both the interest of the Customer and First Diamonds. In the event of a cheque purchase, a refund will only be processed after 14 (fourteen) Days to take into account the bank clearing process.
9. Reversal of credit card purchases will be effected in store upon presentation of the original credit card used to make the payment. All reversals processed via a speed point are subject to the relevant bank's turnaround time for the clearing of the funds.