

RETURN AND EXCHANGE POLICY

In order to ensure your total satisfaction; a client or a recipient of a Gafla Jewellery product may proceed with a product return in accordance with the Return and Exchange Policy set forth below. Returns of Gafla Jewellery products that are not in compliance may be rejected and will be sent back to the client or gift recipient. All returns and exchanges will be subject to verification by our experts to ensure that the returned products satisfy these requirements.

- Defective merchandise may be returned and refunded within 7 days of purchase date when accompanied by the original sales invoice
 - A client returning a defective product can choose between repairing, replacing or returning the defective product
 - Non-defective products may be exchanged or returned for a credit note within 30 days of purchase date when accompanied by the original sales invoice
 - A credit note validity is 1 year from issuing date and can be used in GAFLA JEWELLERY L.L.C. located in Dubai, United Arab Emirates
 - All non-defective products returned for exchange or credit note must be in a new, unused state and perfect sellable condition
 - When returning merchandise, the client must bring back the complete product including packaging and any related accessories and boxes with the purchase (if applicable)
 - Gafla Jewellery will not accept a return or exchange if the product shows signs of wear, has been used or altered from its original condition in any way
 - Bespoke products and items that have been engraved, embossed or initialled cannot be exchanged or returned

REPAIR POLICY

Our clients are kindly asked to carefully read and apply the care guidelines to ensure the longevity of their exceptional Gafla Jewellery product. In case of any damages, we recommend bringing the product back to Gafla Jewellery for evaluation and potential repair in our dedicated workshop. The repair procedure may take several weeks relative to the type of repair. Depending on the outcome of the evaluation, these repairs may be at the client's charge.

Repaired products not collected within 6 months from the date of notifying the client, will be charged for a daily storage fee until the repaired product has been collected.

DEPOSIT POLICY

- Deposit paid for any merchandise request is considered as final
- A deposit may be recovered by the client in the following cases only:
 - ✓ Non-conformity of the item with the agreed specifications between the client and Gafla Jewellery
 - ✓ If the item is not delivered to the client on the date specified in the contract
 - ✓ Unavailability of the item after the deposit has been paid