

RAKSHIJA

**GALLERY DIAMOND**  
DIAMOND EXPERTS

Creations

EXCLUSIVE BY  
**GALLERY DIAMOND**

BOULIQUES

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## Cancel / Return Orders

Gallery Diamond offers customers 15-days from the day their order is shipped to cancel or return their order. If you wish to cancel or return your purchase, simply call a diamond and jewellery consultant at 0044(0)203.318.7079 or email at [info@gallerydiamond.co.uk](mailto:info@gallerydiamond.co.uk) for a return authorization.

This option is available to buyer until the moment we advise him of the dispatch of his order. Following that point in time cancellation is no longer possible

Note that once your item has shipped, your order cancellation will take effect after the following actions have taken place:

- Parcel with diamonds/gems or jewellery, as it was sent by the company, to be shipped for gemological & quality inspection to the following address:  
Attention to:  
GALLERY DIAMOND  
Gemological & Quality division  
Mitropoleos 40,  
54623 Thessaloniki  
Greece.  
Tel: 0030.2310.233151
- GD Quality Assurance analyses your jewellery pc or diamonds/gems and verifies that it is in its original condition and refundable.
- The jewellery or diamonds/gems will be returned to the company with all the accompanying documents certifying its quality (diamond report) and packaged in perfect condition, or else the return-canceling of an order may not be recognized.
- GD Quality Assurance, will verify the jewellery or diamond/gems condition within 2 days after parcel arrival at the above address
- After inspection is completed by GD Quality Assurance & confirmed by the company that the jewellery or diamonds/gems are returnable and refundable, GD UK will issue the relative Credit Note to the Buyer and refund the paid amount to the buyer. In this case the user will get his refund the same way he followed to pay the company minus the return shipment/handling fees.
- GD is not responsible in any case if any of the third parties as FEDEX/MALCA-Amit, Credit Cards organizations, Paypal, HSBC Bank or Buyer's bank, State Custom offices (for third countries) will delay the completion of the Return-Refund procedure.
- Handling fees to return the jewellery or diamonds/gems (transport, custom import-export duties, insurance fee etc.) to GD are buyer's responsibility to be fully covered and paid by him while buyer is obliged to use the same courier/logistic service that delivered to him the item in order to ship it back to the company's above address for inspection (FEDEX MALCA-Amit, etc).