

Returning your item for an exchange or refund

How long do I have to return it?	You have 30 days from when you actually receive the product to cancel the contract without providing any reason. Please notify us in writing (ex. Email) or by sending the product back before the withdrawal period expires.
Where do I send it back to?	Please send the item back to us here – RDW Trading LTD, Suite 36 88-90 Hatton Garden, Holborn, London, United Kingdom, EC1N 8PG
How do I send it back?	You must send the goods back to us to the above address at your own cost.
Do I need to return the accessories?	Please if possible send the goods in their original packaging with all accessories and with all packaging components to us. (Diamond certificate, valuation document, presentation box) If you do not have the original packaging, please use a protective outer packaging for adequate protection against damage in transit, to avoid claims for damages because of damage due to faulty packaging.* If the product can no longer be sold as new you probably will have to pay compensation for the loss of value. (ex. the diamond certificate costs 65USD, the jewellery box costs 10 USD)
How long will the refund process take?	If the consumer exercises the right of withdrawal and returns the goods in compliance with the contract, the purchase price is reimbursed by the trader at the latest within 30 days after the withdrawal.

* Please note that these modalities are not a prerequisite for the effective exercise of the right of withdrawal.

Return / Exchange Form

Our address...Please send here	RDW Trading LTD, Suite 36 88-90 Hatton Garden, Holborn, London, United Kingdom, EC1N 8PG
Time Period	The purchase price is reimbursed by the trader at the latest within 30 days after the withdrawal. The period begins for you when you send the declaration of revocation or the item, for us for us with their reception.
Your Full Name *	
Telephone number *	
Email address *	
Reason for exchange (Please leave blank if this is not necessary)	
Item number of product for exchange (Please leave blank if this is not necessary)	
Please state payment and monies owed/ due * (If money is owed to you then this will be refunded to the card you originally paid with. If you are exchanging for a more expensive item please contact us)	

* Required fields. Please read our Security & Privacy policy.