

Returning your item for a repair

Does the ring come with any guarantee?	Any item you purchase from us comes with a 5 year guarantee for any manufacturing faults that take place within this period.
Will there be any charge for the repair work?	Provided there is no sign the item has been accidentally damaged by you in some way, almost all repair work will be free of charge. If you have damaged the ring we will still repair it but there may be charges involved. These will be explained to you before any work is carried out and charges are very minimal in most cases. If a stone has become loose in the setting this will be rectified completely free of charge, provided there is no sign that you have damaged the ring.
How long will it take?	Usually we can rectify any problems within 3-5 working days but this does vary depending on the individual item and repair work that is involved.
Where do I send it back to?	Please return your item to – RDW Trading LTD, Suite 36 88-90 Hatton Garden, Holborn, London, United Kingdom, EC1N 8PG
Do I need to return any paperwork with it?	Please do not send your valuation document or other certifications with the item. You have the possibility to use the provided form.

Returning your item for a clean / polish / rhodium-plating

Where do I send it back to?	Please return the item back to us here – RDW Trading LTD, Suite 36 88-90 Hatton Garden, Holborn, London, United Kingdom, EC1N 8PG
Do I need to return my paperwork?	Please do not send your valuation document or other certifications with the item. You have the possibility to use the provided form.
How long will it take?	Approximately 2 working days.
Is there a charge for this?	A free clean/ polish is complimentary within the first year. There will be a small charge of 20USD thereafter. Please be aware gents wedding rings may cost more so we would advise you to enquire beforehand.

Repair form

Our address...Please send here	RDW Trading LTD, Suite 36 88-90 Hatton Garden, Holborn, London, United Kingdom, EC1N 8PG
Your Full Name *	
Telephone number *	
Email address *	
Return address *	
Reason for repair / Work required *	
Deadline for return of your ring if you have one	

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