

REPAIRS DSICLAIMER

All repairs are carried out by professional tradespeople. You are leaving your item(s) in the secure care of Jewels of the Kimberley. This receipt or sufficient identification must be produced as proof of ownership to claim repairs.

Definitions:

“The Company” refers to Jewels of the Kimberley Pty Ltd

“The Jeweller” refers to the qualified tradesperson employed by Jewels of the Kimberley

“The Client” refers to the customer

The client has requested the jeweller to carry out the work as specified on the items of jewellery as described by the client. In order for the company to carry out the work requested, the client hereby agrees to be bound by the following terms and conditions:

- The description of the item(s) are correct to the best of my knowledge.
- The jeweller is not required to identify or certify the nature, quality or value of the item of jewellery submitted by the client or any gem(s) contained in said item(s).
- The client understands that gems may have been subjected to an enhancement process or treatment which is not detectable to the naked eye or without special testing equipment. This enhancement process or treatment can make a gem unstable, especially if subjected to heat. An unstable gem may crack, chip or break. To the best of the customers knowledge, unless so stated, the gem(s) in the item submitted by the customer have not been subjected to any enhancement process or treatment.
- Other than as provided by law, including under the statutory warranty provisions of the Competition and Consumer Act 2010, the Jeweller is not liable for any damage to the gem(s) if that damage occurs as a result of the gem(s)'s instability caused by enhancement process or treatment unless the jeweler is proven negligent.
- The jeweller and/or the company will not be held liable for repairs carried out by any jeweller not endorsed or employed by the company.
- The jeweller will take all care and provide a professional service and accurately complete the task as described.
- The jeweller and the company will keep the client(s) items safe and secure and will treat them with the utmost care while in the custody of the jeweller and/or the company.
- The jeweller and/or the company will not be held liable for any damage to the item of jewellery unless the Jeweller is proven negligent.

For any questions or concerns relating to our repair services please contact us at:
support@jewelsofthekimberley.com.au