



Shipping Policy

Shipping Charges

- We offers FREE SHIPPING for delivery within Dubai.
- For delivery in other Emirates, there will be a custom delivery charge. Please contact us on via WhatsApp or call on +971559131418 for the quote.
- Custom quote for international deliveries. (We advice international customers to place an order via WhatsApp)

Custom Duties and Import Taxes

(Applicable for International Shipping)

- Customer Is Responsible For Payment Of Additional Charges Such As Custom Duties, Tariff And Taxes Of Their Country Prior Taking The

Delivered Items.

- Therefore, We Advise Customers To Check Their Country Import Rules/Policy In Terms Of The Taxes, Custom Duties, And Tariffs (If Applicable) Prior to Placing An Order.
- Fine gems FZCO Is **Not Responsible** For Any Duties Tariffs Or Taxes Levied By Authorities In Their Country.

Delivery Location

- The Order Can Only Be Delivered Either On Residential Or Commercial Address Only. It Is Strictly Prohibited To Deliver The Order In Public Places Such As Mall, Restaurant, Park, Etc.

Delivery to Authorized Person

- Customer are requested to provide the complete details of Recipient name (same with the identification card issued by the government) with complete address and postal code, nearby landmarks, and updated contact number in order to avoid any problems upon delivery.
- At the time of receiving the delivery, the customer/recipient shall provide an original government issued identity card/proof and the details of the same will be note down by the courier agent. We expect the cooperation of the receiver on this process to make sure that the delivery is secured upon receipt.

RETURN & EXCHANGE POLICY

In Fine gems Dubai , Jewelry is crafted with care and in highest quality.

We are committed to 100% customer satisfaction therefore in case you have changed your mind to not keep the product, you may return the product within 7 days time for both UAE and international orders but you will be paying the import and freight cost outside of UAE and other emirates. For international shipments please contact us within 7 days of receiving your order. You can choose a secure and insured shipping provider to return the package back to us. Once it has been received by our team, we can arrange to exchange or refund the amount to you. You can notify our customer care of a return request by contacting us at finegemsdubai@gmail.com.

NOTE : These Policies are applicable only to online shopping.

CASH REFUND OR EXCHANGE WITHIN 7- DAYS OF PURCHASE ONLY

1. Your returned item must arrive at our office no later than 7 days after you receive the order. After this time we cannot guarantee that the item will be accepted for refund or exchange.
2. We strongly recommend that you book your return pick-up within 4 days of receiving your order to ensure that it arrives in our office. Please contact our customer care for further queries.
3. The shipping charges for return are free of charge within Dubai. For

other emirates and international orders, custom charges may apply.

4. The Jewellery should be in original condition and should not be damaged and should carry original product security tag.

5. Items must be returned unworn, undamaged, and unused with original tags attached. If an item comes with a security tag this must be left on. If the security tag is removed then the returned item will not comply with the returns policy and will not be refunded;

6. We recommend that you return items in their original packaging to ensure the necessary protection when in transit.

7. The invoice of the purchase should be presented in soft/hard copy.

8. Customized jewellery cannot be exchanged nor refunded. In case of changes or error in the custom piece, Our customer care will get in touch to ensure the desired piece is achieved.

9. . For Exchange requests, your order will need to be refunded and a new order will be placed online.

10. For refund, If the item is not as per our satisfactory standard we are permitted to reduce the refund amount by the reduction in the value of the item.

11. We do not provide cash refunds for any products purchased online or in store. If you have opted for cash as mode of payment we will arrange to send you the accepted refund amount via bank transfer only.