

Resize / Repair / Restoration

We only offer these services for products that are manufactured by Purely Diamonds

General Information

Where do I send my item back to?

Please send your jewellery via Royal Mail Special Delivery to:

PD Ltd, 29 Ely Place, London, EC1N 6TD

How do I pay for it? (If applicable).

- Debit or Credit Card - select this option below and we'll send you a payment link.
- Bank Transfer to Account No: **51722670** and Sort Code: **40-09-25** with your full name as the reference.

Do I need to return my paperwork?

Please just return your item with the form provided and **do not** send your original documents or certifications. If possible please send the item securely in its original box.

Resize Information

How long does it take?

Resizing usually takes 3 to 5 working days, however this will vary depending on the ring itself and how much work is required.

How much does it cost?

Resizing is free of charge within 60 days of receiving your item and £60 thereafter. Should your ring need to be re-engraved an additional fee of £20 will be added. This fee includes the cost of delivery back to you.

Will my ring need to be re-engraved and does this cost extra?

During the resizing process, any existing engraving will be removed. Please fill out the form accordingly to request this be re-engraved. There will be an additional charge of £20 for this.

Repair Information

How long does it take?

We can usually rectify any problems within 3-5 working days but this does vary depending on the individual item and the repair work that is involved.

How much does it cost?

Providing there is no sign that the item has been damaged, almost all repair work will be free of charge (within the first 5 years after purchase). 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 minimal in most cases.

Ring & Jewellery Restoration Information

How long does it take?

Our Ring & Jewellery Restoration service takes approximately 2 working days.

How much does it cost?

These services are charged at £50.00 per item (re-delivery included).

Ring Matching

How long does it take?

This service is to ensure that the details and stones in your wedding ring match up as closely as possible with your engagement ring. The timing of this varies depending on your chosen ring, so speak to a member of the team to get an accurate time frame.

Customer Details

Please complete this form and indicate which service you require.

Resize

Repair

Restoration

Ring Matching

What is your Full Name?

What is your telephone number?

What is your email address?

What name was on the original order?

What address should we send your item back to?

What is the reason for the repair / What is the ring size required?

If the ring is engraved, what is the current text?

If you have a deadline for returning your ring, what is it?

Please state how payment will be paid.

Debit / Credit Card

We'll email you a link to make payment online.

Bank Transfer

Please send this form along with your item via Royal Mail Special Delivery to:

PD Ltd, 29 Ely Place, London, EC1N 6TD, United Kingdom