

Silver Oak Jewellery Store - Refund/Cancellation Policy

At Silver Oak Jewellery Store, we take pride in delivering high-quality jewellery and exceptional customer service. We understand that there may be instances where you might need to return or cancel your purchase. This Refund/Cancellation Policy outlines the guidelines and procedures for such cases.

Returns

- If you wish to return an item purchased from Silver Oak Jewellery Store, please adhere to the following conditions:
- The item must be returned in its original condition, with all tags, packaging, and accompanying documents intact.
- The return request must be initiated within 3 days of the original delivery date.
- To initiate a return, please contact our Customer Support team at [Silveroakkenya@gmail.com] or [[+254736555008](tel:+254736555008)] to request a Return Authorization Number (RAN). This number is essential for processing your return.
- Upon receiving your RAN, securely package the item and include a copy of your original receipt.
- Ship the package to the address provided by our Customer Support team. We recommend using a reliable and traceable shipping method to ensure safe delivery.

Store Credit

- Upon the successful return of your item following the above conditions, you will receive store credit equal to the total purchase price of the returned item. This store credit will be redeemable exclusively on our online store for a period of 30 days from the date of issuance.
- Online Store Credit Redemption
- To redeem your store credit, follow these steps:
- Log in to your Silver Oak Jewellery Store online account.
- Browse our online store and select the item(s) you wish to purchase using your store credit.
- Add the chosen items to your cart.
- During the checkout process, you will have the option to apply your store credit to the total purchase amount. Simply enter your store credit code at this stage.
- Your store credit will be deducted from the total purchase price. If the store credit amount exceeds the purchase price, the remaining balance will be stored for future use within the 30-day validity period.

Exceptions

- Please note the following exceptions to our refund/cancellation policy:
- Custom-made or personalized jewellery items cannot be returned unless they are defective or damaged upon receipt.

- Earrings, for hygiene reasons, cannot be returned unless they are defective or damaged upon receipt.
- Shipping charges are non-refundable unless the return is due to our error.

Contact Us

If you have any questions or require further assistance regarding our Refund/Cancellation Policy, please do not hesitate to contact our Customer Support team at [Silveroakkenya@gmail.com] or [[+254736555008](tel:+254736555008)].

At Silver Oak Jewellery Store, we are committed to ensuring your satisfaction with every purchase. Thank you for choosing us for your jewellery needs.

Policy last updated: [04/09/2023]