**GEMZ Guarantee:**

**GEMZ is committed to ensuring 100% satisfaction of our clientele.**

Once you’ve received your jewelry, you have seven (7) days to decide whether you’d like to keep that piece of jewelry or return it for a refund.

Note: it must be returned to the artist in its original condition and packaging. Commissioned pieces are not returnable.

**Returns:**

**Step 1** Within seven (7) days of your jewelry delivery date, email us at support@gemz.gallery to give us your order information and the reason for the return.

**Step 2** Repackage the jewelry in the original packaging materials. If you’ve already disposed of the original packaging, you’ll be responsible for purchasing packaging materials to send the jewelry back safely to the designer.

**Step 3**Send the packaged artwork back to the designer using a traceable shipping method. All shipping details (including tracking number) must be provided to GEMZ.Gallery via email at support@GEMZ.Gallery. You are responsible for return shipping costs.

Once the piece safely reaches the designer, GEMZ.Gallery will process your return to your original source of payment in the same currency and exchange rate as your original order (minus shipping costs and international customs fees, if any) within 7-10 business days.

**Damaged Items:**

**Step 1 –** Within seven (7) days of your merchandise delivery date please email [support@GEMZ.Gallery](mailto:support@saatchiart.com) to give us your order information.

**Step 2 -**Save original packaging!

**Step 3 -**Take photos of damaged item and packaging and email these photos to support@GEMZ.Gallery.

**Step 4** - A GEMZ support representative will contact you to discuss next steps.

**PLEASE READ**

* GEMZ.Gallery is not responsible for undelivered returns.
* If the jewelry is NOT returned in its original condition within the 7-day period, you will not be issued a refund.
* Additional shipping fees may apply for international returns. Note: these fees may be avoided if you inform the courier that the item is a return but we can’t guarantee this.