# Shakaroun Jewellery - Knowledge Base Document

#### **About Us**

Shakaroun Jewellery is a luxury and handcrafted jewelry house with a global vision. We specialize in customized designs and trendy collections, representing iconic Italian and Turkish brands, as well as exclusive 21K designs from the Gulf region. Our craftsmanship spans 18K gold, 21K gold, and 925 silver. Beyond creating and selling fine jewelry, we offer expert after-sale services, including cleaning, repairs, and personalized advice to guide your gold investments or personal wear choices

#### **Location & Contact Information**

#### **Branches:**

- Main Square, Nabatieh, Lebanon
- Near PL3 Clothing Store, Nabatieh, Lebanon
- Phone: +961000839
- Email: [Insert Email Address]
- Hours of Operation: Monday-sunday, 8:00 AM 7:00 PM

## **Our Services**

## **Regular Maintenance Cleaning**

- Custom Jewelry Design
- Jewelry Repair
- Jewelry Cleaning
- Appraisal Services
- Ready-to-Wear Collections
- Buy and Sell Gold and Silver Jewelry
- Investment Consultation for Gold Piece

## **Custom Jewelry Design**

Our personalized jewelry design service helps bring your unique vision to life, combining expert craftsmanship with luxurious materials:

One-on-one design consultation to understand your vision

- 3D modeling and sketches for visual previews
- Selection of premium 18K, 21K gold, and 925 silver
- Custom gemstone sourcing (diamonds, sapphires, emeralds, etc.)
- Handcrafted production by skilled artisans
- Quality checks at every stage
- Personalization options (engraving, unique settings, etc.)
- Fast turnaround (from as little as 2 days depending on complexity)

#### **Jewelry Repair**

Our professional jewelry repair service restores your treasured pieces to their original beauty and integrity:

- Ring resizing (upsize or downsize)
- Clasp and chain repairs
- Stone tightening and replacement
- Soldering broken pieces
- Polishing and refinishing
- Prong rebuilding and setting
- Cleaning and inspection for hidden damage
- Adjustment with weight/value consideration

## **Jewelry Cleaning**

We offer expert jewelry cleaning to maintain the sparkle and brilliance of your favorite pieces:

- Professional ultrasonic cleaning
- Steam cleaning for high-precision shine

- Hand polishing delicate pieces
- Deep dirt and tarnish removal
- Safe treatment for all metals and stones
- Preventative maintenance recommendations
- Post-cleaning protective coating (optional)

#### **Appraisal Services**

Our certified appraisal services ensure you know the true value of your jewelry, whether for insurance, resale, or investment:

- Comprehensive evaluation of gold, silver, and gemstones
- Official appraisal certificates
- Market-based value estimation
- Detailed gemstone and metal analysis
- Investment advice and valuation for resale
- Privacy and discretion guaranteed

#### **Ready-to-Wear Collections**

Explore our curated ready-to-wear collections, blending tradition with modern trends:

- Selection of 18K, 21K gold, and 925 silver pieces
- Signature designs from Italian, Turkish, and Gulf styles
- Necklaces, rings, earrings, bracelets, and more
- Exclusive trendy and classic collections
- Limited-edition seasonal pieces

• Immediate availability in-store and online

#### **Buy and Sell Gold and Silver Jewelry**

We offer transparent buying and selling services for gold and silver jewelry at competitive market rates:

- Fair market price evaluations
- Instant cash or store credit offers
- Exchange services for upgrading your pieces
- Gold investment consultations
- Authentication of materials and hallmark verification
- Safe and discreet transactions

#### **Investment Consultation for Gold Pieces**

Our expert advice helps you make informed decisions when buying gold for investment or personal luxury:

- Guidance on gold types (18K, 21K, and 24K)
- Investment vs. wearable gold advice
- Future resale value estimations
- Safe storage tips and solutions
- Long-term gold portfolio planning
- Market trend analysis and updates

#### **Worldwide Shipping**

We ensure your jewelry reaches you safely and securely, no matter where you are:

- Secure and insured shipping worldwide
- Elegant packaging ready for gifting
- Tracking number and delivery updates
- Special handling for high-value items
- Hassle-free returns and exchanges (terms apply)

#### **Our Commitment**

- Elegant and luxurious jewelry creations
- Friendly and professional service
- High-quality craftsmanship
- Customer-first experience
- Global shipping and support

# **Frequently Asked Questions**

#### Q: How long does it take to create a custom piece?

A: A custom piece can take from 2 days depending on the complexity and other influencing factors.

#### Q: Do you offer resizing?

A: Yes, we offer resizing services. If your new size matches the original weight and market value, the adjustment is seamless. If not, we will either add material with an additional fee or refund the difference.

#### Q: Do you ship internationally?

A: Yes, we offer worldwide shipping

## **Our Commitment**

We prioritize:

- Quality service and attention to detail
- Professional and courteous staff
- Eco-friendly cleaning solutions
- Flexible scheduling
- Customer satisfaction guarantee
- Reliable and consistent service

# **Service Areas**

We proudly serve customers globally through our worldwide shipping services.