

## F.A.Q.

### SAFE OPERATIONS

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#### **Is it safe to buy jewelry online?**

It honestly depends on who sells them.

However, today there are more tools to make online shopping safer for customers and sellers. Eg Eleonora Ghilardi invites you to be curious and to look for online stores that show serious customer service.

EG Eleonora Ghilardi accepts payments through the PayPal system, the safest circuit for online transactions and instant payments.

#### **How do you ship?**

National and European shipments are usually made by GLS courier. For international shipments the case is evaluated, based on the type of package, weight, etc.

Can I change the payment method or delivery address after confirming the order?

It is no longer possible to change the payment method or address once an order has been confirmed.

#### **Can I buy EG Eleonora Ghilardi jewelry if I am allergic to nickel?**

All EG Eleonora Ghilardi jewels are made with nickel free materials and finishes.

However, nickel intolerance could be very high for some people, and the allergy could also manifest itself when wearing nickel-free jewelry.

If the intolerance is very high, you will surely have experienced that the only wearable metals for you are gold and steel.

#### **Can I complete my order if I don't have a PayPal account?**

Of course, the payment methods are different: from credit card to bank transfer.

### SHIPMENT

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#### **How much is shipping?**

If there are no promotions in progress, the shipping costs for Italy are as follows:

€ 8.00 for all regions except Sicily and Sardinia, (€ 18.00) Italian islands, Venice and its lagoon area € 18.00

For shipments to free zones, particular (eg Livigno, Campione ...), Europe and the rest of the world, please send an email to [info@eleonoraghilardi.com](mailto:info@eleonoraghilardi.com).

When your jewelry is handed over to the courier, I will send you the tracking code so you can know where your order is.

## **How do you ship?**

All our national shipments are made by GLS courier.

You will receive a message with the tracking code on the day of shipment and you will receive your order within 24/48 hours North-Central Italy, 4-5 days South Italy and Islands. For shipments to Europe and the rest of the world, the timing will be evaluated and any customs inspections at the border could postpone the delivery.

### **For shipments to Europe and the rest of the world, the costs are indicated at the time of purchase (by selecting the country concerned)**

When your jewelry is handed over to the courier, I will send you the tracking code so you can know where your order is.

For shipments to Europe and the rest of the world, the timing will vary, depending on the courier used. Any customs inspections at the border could postpone the delivery.

## **How long does it take to get hold of my jewel?**

- When "SINGLE PIECE" is specified in the product sheet or availability is specified (always on the product page), it means that the jewel is ready for shipment. Therefore, from the time of order and receipt of payment, approximately 5-7 days may elapse.
- When the product is unavailable and therefore to be manufactured, it takes about 20 days after the order and accreditation of the payment for the creation of the jewel to which the shipping days must be added. The same timing is necessary for custom-made jewels (excluding any days for the design of the jewel and acceptance of the same). We ask you for understanding and patience: EG jewels are made manually, one by one, therefore they require longer times than serial printed jewels. The wait will be rewarded by a unique jewel, truly Made in Italy.

## **What happens if I am not at home when the GLS courier delivers my order?**

Do not worry, if you are not at home and no one (GLS delivers your order only to a natural person) can collect the package, the next day GLS will make a second delivery.

We recommend that you always provide an address where there is a trusted person to receive the package in case you cannot be there personally.

After the delivery of the order, you will have to take care of the ordered jewel and the box that contains it, in order to receive the assistance and services as described in the following FAQ.

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## **RETURN**

### **What happens if the jewelry I have purchased does not meet my expectations?**

For any defective or non-compliant product, the guarantee provided by the Italian law on consumer protection applies.

If for any reason you are not satisfied with your order, we are really sorry.

However, if your product doesn't include any custom stones or customizations, you can return it within 14 days from the delivery date, here's how:

STEP 1) Send an email to: [info@eleonoraghilardi.com](mailto:info@eleonoraghilardi.com) including:

- transaction number;
- the product code of the jewel you wish to return;
- You must return the item within 14 days from the delivery date (otherwise not I will be able to provide the refund);
- I will give you a confirmation as soon as I have received your email.

STEP 2) You will then pack the jewel to be returned, making sure to use the same box you received it with. The packaging that contains the jewel must not be damaged and EVERYTHING that was sent with the jewel must be included in the package (information brochures, any gifts, etc.). The return shipment will be at your expense and must be made to the address that will be provided.

STEP 3) EG Eleonora Ghilardi will check the integrity of the shipment in order to agree on a refund (later in this chapter you can choose the type of refund).

Unfortunately, I cannot provide a refund if the goods are delivered with the box not intact or properly packaged, with consequent damage to the goods.

EG Eleonora Ghilardi also reminds you that, after the delivery of the jewels by GLS, you must take care of them, as you are responsible for any damage to the jewels.

While you open the box, check that the jewels are in line with your expectations and with the description provided by EG Eleonora Ghilardi, please treat them gently and correctly, avoiding wearing them and / or forcing their use if they are not fit your size.

EG Eleonora Ghilardi will check the returned products and verify the absence of damage and / or compliance with the original piece of jewelry, before providing a refund.

While canceling your order, you can choose two different solutions:

- Change size.

You can request the change only for a different size of the same item.

If you choose this type of refund, your new jewelry will be put into production within

5 working days from confirmation. You will be informed as soon as possible on delivery times.

- Money transfer refunds will be processed as soon as items are returned they will have been checked and accepted by EG Eleonora Ghilardi.

Refunds will be issued through the PayPal system in the same currency as the purchase

original or by bank transfer. Any differences in the refunded amount are

due to exchange rate fluctuations and will not be refunded.

No further solution is allowed, i.e. the replacement of the jewel with another with a different stone or design, unless specifically agreed with EG Eleonora Ghilardi.

>>> ATTENTION: <<<

We cannot refund orders placed with specific stones, gemstones or crystals selected by the customer, or any jewelry customized and created at the request of the customer. If you have chosen specific stones, gemstones or crystals and we are using them to create your / your piece of jewelry, your order is non-refundable.

Pursuant to article 59, lett. c) Legislative Decree 206/2005 (Italian law on consumer protection), customized or made-to-measure products are excluded from the right of withdrawal.

### **What is the deadline for making a return? Can I wear the jewel in the meantime?**

Any returned jewel must be sent to EG Eleonora Ghilardi within 14 days.

It is possible to wear and try on the jewel only to check if it is in line with your expectations and the description provided by EG Eleonora Ghilardi. If you immediately find that it does not correspond to what you wanted or other problems exist, it must be immediately placed in its packaging to avoid damage and the RETURN procedure must be followed.

Treat them gently and appropriately, avoiding wearing them and / or forcing their use if they don't fit your size.

### **Could you repair my jewel after six months of purchase?**

If you love your jewelry but something happens and it breaks, we are here to help, we can fix it for you, here's what to do:

STEP 1) Send an email to: [info@eleonoraghilardi.com](mailto:info@eleonoraghilardi.com) including the image of your damaged jewel and your request. I will give you the estimated price for the repair as soon as we receive your email.

STEP 2) You will have to pack the jewel to be returned, making sure to add the necessary packaging to protect the jewel and, if necessary, the stone to be set.

NOTE: the shipment from you to EG Eleonora Ghilardi, the repair and the new shipment with the repaired jewel, from EG Eleonora Ghilardi to you, will be at your expense.

STEP 3) When we receive your jewel, a request for payment for the repair will be sent, upon your acceptance of the quote (of course before you send the jewel to be repaired).

STEP 4) We proceed with the repair and shipment of your jewel.

No further solution is allowed, i.e. the replacement of the jewel with another with a different stone or design, unless specifically agreed with EG Eleonora Ghilardi.

EG Eleonora Ghilardi also reminds you that, after the delivery of the jewelry by GLS, you must take care of them, as you are responsible for any damage to the jewelry.

### **Who pays the costs of the return shipment?**

The return shipping costs will be at your expense.

EG Eleonora Ghilardi assumes no responsibility for the return of the shipment.

**The packaging was damaged or broken before sending the return. Can I get a refund or change the size?**

EG Eleonora Ghilardi reserves the right not to accept returns returned damaged or in boxes not in perfect condition.

**The stone of my ring has fallen ... can you fix it?**

For any defective or non-compliant product, the guarantee provided by the Italian law on consumer protection applies.

FIXING and repair are free within the first six months from the purchase of the jewel.

If within that period your jewelry is damaged, we can repair it for you, here's how:

- Send an email to [info@eleonoraghilardi.com](mailto:info@eleonoraghilardi.com) with a photo of your jewel explaining what it happened. I will reply within 48 business hours.
- Return the jewel in the same box in which you received it to the address you will receive indicated.

The return shipping will depend on you and you can freely choose how to ship the jewel.

If the stone of your jewelry has fallen, be sure to include the stone in the package, otherwise we cannot provide any fixings as each stone is unique.

- When I receive the jewel I will repair it.
- I will send the jewel back to you for free.

Even if six months have passed since purchase, I can repair your jewelry and / or I can provide you with a new stone / crystal (in case of band rings), but in this case a payment will be required for the new stone / crystal and / or for repair.

In this case, send an email to [info@eleonoraghilardi.com](mailto:info@eleonoraghilardi.com) with a photo of your jewel explaining what happened and I will provide you with a quote.

## **JEWELRY**

### **Bronze jewelry on the skin**

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**Does bronze create green halos on the skin?**

Bronze is an alloy of several metals including copper.

When copper reacts with sweat and skin acids, it produces copper chloride which is a green substance that could naturally make the skin greener with bronze.

Therefore, polishing the jewelry fairly frequently and keeping the skin dry can reduce this chemical reaction.

### **What is the metal used for the creation of EG Jewels?**

Also consider that this reaction can change over time on the skin and can be related to menstruation or other factors that change the acidity of the epidermis.

EG Eleonora Ghilardi jewels are made of nickel-free bronze or silver.

- Sterling silver is the metal of feminine energy, it carries the energy of the Moon.

Silver supports imagination, creativity and intuition, establishing a strong connection with the past, present and future. Silver helps to share and express emotions and feelings in support of friendship and compassion.

- Bronze is a metal alloy made of copper and tin.

Copper stimulates oneiric activity and the raising of entire worlds of unconscious images, including symbols. It also helps to release emotions and feelings without repressing them.

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## **Jewelery care**

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### **Does jewelry change color over time?**

EG Eleonora Ghilardi jewels are in bronze and sterling silver.

- Bronze is a metal alloy and the fact that it changes color over time also depends on how the alloy is made and what it contains. We advise you to periodically take care of your jewels, to make them always bright and shiny.

Here are some practical tips.

- Sterling silver can change its color turning into a warmer shade over time: follow the instructions on the site or in any case also listed in the small instruction manual attached to each jewel.

### **How to clean and store polished EG Eleonora Ghilardi jewels?**

The metal in your jewelry may lose its brightness over time due to the natural chemical reaction between metal and oxygen called oxidation.

But don't worry, the oxidation is only on the surface.

Rubbing the metal with a specific cloth will restore the original shine.

I can also make your jewelry with a special antioxidant silver alloy.

In this case, the silver jewel will not have particular cleaning needs, but it will have a higher cost, so contact me and I will provide you with a specific quote and implementation times.

## Personalized jewelry

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### Can I order a personalized jewel?

Absolutely! Use the TAILOR MADE form in the online shop, or send me an email to [info@eleonoraghilardi.com](mailto:info@eleonoraghilardi.com). I will be happy to reply within 24 working hours and propose my ideas.

\*\*\* Note: We cannot refund orders placed with specific stones, gemstones or crystals selected by the customer, or any personalized jewelry with personalization and modification. If you have chosen specific stones, gemstones or crystals and we use them to create your piece of jewelry, your order is non-refundable.

Pursuant to article 59 lett. c) Legislative Decree 206/2005 (Italian law on consumer protection), customized or made-to-measure products are excluded from the right of withdrawal.

### I would like to give an EG Jewels jewel to a dear friend, can you insert a private message in the package?

Sure, write me an email at [info@eleonoraghilardi.com](mailto:info@eleonoraghilardi.com) for more details. The EG packaging is already prepared to put the name of the sender and the recipient, but it is also possible to further customize the package.

## Size of the jewelry

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### I bought a ring but it doesn't fit me perfectly, what can I do?

Even if we don't realize it, the circumference of the fingers is not always the same. It can change depending on our body temperature or the season, for example.

**It's summer? The ring can fit the limit of its size (without tightening). In winter, there may be a chance that it is wider on the finger.**

If you find yourself in one of these circumstances, but you don't have the feeling of losing it, the ring is probably the right size, it could just be a momentary situation due to very cold or very hot temperatures.

Each person has a different way of reacting to changes in temperature, so there is no universal method, you need to trust your feelings.

Most of the EG Eleonora Ghilardi rings are however adjustable. However, we suggest not to tighten or expand with unprofessional methods, and possibly resort to the help of a trusted goldsmith or jeweler.

### I don't know the size of my ring, what can I do?

If you don't know your size you can go to a jewelry store, they can help you find your perfect size.

Otherwise you can consult **the RINGS SIZE TABLE | EG** and find your ring size quickly and easily. Print the table in A4 format, as it appears on the site, place your ring that you use on the finger where you would like to wear the EG ring and tell me the corresponding number (however, follow the instructions in the table).

You can also send me a photo of the ring leaning against the table via whatsapp, a fast and infallible method.

You did not find what you were looking for? Contact us: [info@eleonoraghilardi.com](mailto:info@eleonoraghilardi.com)