

RETURNS & EXCHANGES POLICY

How do I return my metastones jewellery?

Change of mind exchanges for products in saleable condition (in its original packaging, unworn, unused and as sold) can be made within 30 days of purchase with a satisfactory proof of purchase. Please retain your receipt as proof of purchase. Please note that pierced earrings including earring pendants are non-returnable for reasons of hygiene and safety. Multi-branded retailers and stockists will adhere to their own refund policy. This does not affect your statutory rights.

How do I exchange my metastones jewellery?

A valid proof of purchase must be present within 30 days of purchase and the items must be as new. Any items for exchange without a receipt will not be allowed. At our discretion, be exchanged at the current price or higher price, balance will not be refund in cash. Pierced earrings including earring pendants are non-returnable for reasons of hygiene and safety. Multi-branded retailers and stockists will adhere to their own exchange policy. This does not affect your statutory rights.

I don't have a receipt. Can I still receive a refund, or exchange my metastones jewellery?

A receipt valid within 30 days of purchase must be presented to receive a full refund. We cannot offer a refund or exchange without a valid receipt.