

# SHIPPING DETAILS

A flat rate of \$30 is added to each order to cover delivery of goods via Express Post Platinum. All orders are processed Monday through Friday, excluding Saturday, Sunday and holidays. All Affinity Diamonds products are made to order and can take between 1-2 weeks dependant on the product. From the moment the order leaves our boutique, the following delivery time frames apply:

– Metro areas: Next business day

– Regional areas: 3 – 7 business days

– Metro Areas include: Sydney, Melbourne, Brisbane, Canberra, Perth, and Adelaide.

Please note that Affinity Diamonds does not ship to P.O. Boxes as all orders require a signature upon delivery. In the event that there are delivery delays for your order, do not hesitate to contact Customer Service on 02 9221 0717. Items ordered together may not always ship together. Items on special order may take longer.

You may verify the status of your order and shipment by contacting Customer Service on 02 9221 0717. A representative will be on hand to assist you from 9:30AM–5:30PM Monday through Friday, AEST.

# REFUND AND EXCHANGE POLICY

Affinity Diamonds does not offer refunds however articles are accepted for credit or exchange in Australia if returned in saleable condition within 14 days, accompanied by a sales receipt. Some exclusions may apply.

Exchanges must only be made via Platinum Post at the buyer's expense. Please email [enquiry@affinitydiamonds.com.au](mailto:enquiry@affinitydiamonds.com.au) for instructions on how to address your exchange.

You may also exchange your item by visiting the Affinity Diamonds Sydney Boutique. The boutique is located at:

Level 10, 74 Castlereagh Street, Sydney NSW 2000

Refunds are not available for purchases made online. If you have any questions, please contact Customer Service at 02 9221 0717. A representative will be on hand to assist you from 9:30AM–5:30PM Monday through Friday, AEST.