

F.A.Q.

SAFE OPERATIONS

Is it safe to buy jewelry online?

Honestly it 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 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 when 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 allergy could also manifest themselves 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

How much is shipping?

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

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

How do you ship?

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

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

- When the "SINGLE PIECE" is specified in the product sheet or in any case availability is mentioned (always on the product page), it means that the jewel is ready for shipment. Therefore, from the time of order and receipt of payment, the aforementioned times apply.
- When the product is unavailable and therefore to be made, it takes about 20 days after the order and credit for the payment for the creation of the jewel to which the shipping days are added. The same timing is necessary for custom-made jewelry (excluding any days for the design of the jewelry and acceptance of the same).

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 nobody (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 jewel ordered and the box that contains it, in order to receive the assistance and services as described in the following FAQ.

RESO

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

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

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

However, if your product does not include personalized stones or customizations, you can return it within 14 days from the delivery date, here is how:

STEP 1) Send an email to: info@eleonoraghilardi.com including:

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

STEP 2) Then you will pack the jewel to be returned, making sure to use the same box with which you received it. The packaging that contains the jewel must not be damaged and ALL that has been sent with the jewel must be included in the package (information brochures, possible 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 arrange a refund (later in this chapter you can choose the type of refund).

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

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.

As 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 damages

and / or compliance with the original jewelry, before providing a refund.

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

- Change dimensions.

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

If you choose this type of refund, your new jewels will be put into production within 5 working days from confirmation. You will be informed as soon as possible about delivery times.

- Money transfer refunds will be processed as soon as the items are returned 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, namely the replacement of the jewel with another with a stone or a different design, unless specifically agreed with EG Eleonora Ghilardi.

>>> ATTENTION: <<<

We cannot refund orders placed with specific stones, precious stones or crystals selected by the customer, or any jewel personalized and created on customer request. If you have chosen specific stones, precious stones or crystals and we use them to create your jewel, your order is not refundable.

Pursuant to article 59, lett. c) Legislative Decree 206/2005 (Italian consumer protection law), customized or customized 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 jewel that may be returned 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 do not fit your size.

Could you repair my jewel after six months from the purchase?

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

STEP 1) Send an email to: 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 shipping of your jewel.

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

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

Who pays the return shipping costs?

The shipping costs for the return 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 returned returns that are damaged or inside boxes that are 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 consumer protection law applies.

FASTENING and repair are free within the first six months of the purchase of the jewel.
If within that period your jewel is damaged, we can repair it for you, here's how:

- Send an email to info@eleonoraghilardi.com with a photo of your jewel explaining what it happened. I will reply within 48 working hours.
- Return the jewel in the same box with which you received it at the address that will be sent to you indicated.

The return shipment will depend on you and you can freely choose how to ship the jewel.
If the stone of your jewel has fallen, be sure to include the stone in the package, otherwise we cannot provide any fixing because each stone is unique.

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

Even if six months have passed since the purchase, I can repair your jewel and / or I can provide you with a new stone / crystal (in the 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 with a photo of your jewel explaining what happened and I will give you a quote.

JEWELRY

Bronze jewelry on the skin

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

What is the metal used for the creations of EG Jewels jewelry?

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

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

- Sterling silver is the metal of female energy, it carries the energy of the Moon. Silver supports imagination, creativity and intuition, establishing a strong connection with 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 dreamlike activity and the raising of entire worlds of unconscious images, including symbols. It also helps to release emotions and feelings without repressing them.

Care of jewels

Do jewels 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 produced and what it contains. We advise you to take regular care of your jewels, to make them always bright and shiny.

Here are some practical tips.

- Sterling silver can change its color transforming over time into a warmer shade: 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 shiny EG Eleonora Ghilardi jewels?

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

But don't worry, 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 will have a higher cost, therefore contact me and I will provide you with a specific estimate and construction times.

Personalized jewelry

Can I order a personalized jewel?

Absolutely! Use the CUSTOMIZED form in the online shop, or send me an email to info@eleonoraghilardi.com. I will be happy to respond within 24 working hours and offer you my ideas.

*** Note: we cannot refund orders placed with specific stones, precious stones or crystals selected by the customer or any personalized jewel with personalization and modification. If you have chosen specific stones, precious stones or crystals and we use them to create your jewel / jewelry, your order is not refundable.

Pursuant to article 59 lett. c) Legislative Decree 206/2005 (Italian consumer protection law), customized or customized 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?

Of course, write me an email to info@eleonoraghilardi.com for more details. The EG packaging is already set up to affix the name of the sender and the recipient, but it is also possible to further customize the packaging.

Size of the jewels

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 the temperature of our body or the season, for example.

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

If you are in one of these circumstances, but you do not have the feeling of losing it, the ring is probably the right size, it could only be a momentary situation due precisely 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 have to trust your feelings.

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

I don't know the size of my ring, how can I do it?

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 RING MEASUREMENT TABLE | EG and find the ring size quickly and easily. Print the table in A4 format, as presented on the site, put your own ring on the finger where you would then 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 resting on the table via whatsapp, a fast and foolproof method.

You did not find what you were looking for? Contact us: info@eleonoraghilardi.com