



Terms and conditions

Guarantee

Nathalie Perneel only works with materials of high quality and standards. Every client will be informed about the used materials on the receipt. Upon request a home-certificate can be provided for every purchased piece of jewellery or object. An official diamond certificate will come with every polished and cut diamond of one carat and higher.

As all the jewellery pieces are handmade, there may be slight variations upon appearance if we make a personalised duplicate of an existing piece according to your own wishes.

If, for any reason, the client may have a complaint, please do not hesitate to contact Nathalie. If you are not satisfied with the completion, please contact Belmed, the intermediation service of FOD Economie.

Only jewellery, unworn, and objects, excluded personal commissions, in the original package, together with proof of purchase can be returned or exchanged within a period of two weeks. Returned products are never paid back in cash.

All the jewels and objects are made by hand and checked for quality during the production process. All designs come with a 1 year guarantee and will be repaired free of charge (inclusive of shipping) within this period if damage occurs under normal conditions of wear. We reserve the right to judge the conditions under which the piece has been damaged. After this period, goods will be repaired and charged on a case by case basis. To invoke warranty, the customer must present proof of purchase. Warranty does not cover defects arising from misuse, accidents, negligence or failure to follow the operating instructions. Neither is warranty applicable to products with a shorter life that are subject to wear and tear (for example: pearls, soft gemstones...). Defects that manifest themselves after one year will not be accepted flaws in the design or the production process.

TAX FREE shopping:

Citizens of non-EU countries are eligible for a tax refund after shopping in Nathalie Perneel when you spend over the minimum purchase amount of 125,01 euro within one month. Nathalie will provide the client with the right documents and information in order to get a tax refund.

For more information please visit: www.globalblue.com.

NATHALIE PERNEEL

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HANDWERK IN EIGEN ATELIER | ONTWERP OP MAAT