

COMPLAINT POLICY

At LV'57 Diamonds, we fully understand the emotional value and importance of your purchase. For this reason, we always aim to give you the best experience, while providing jewellery of the finest quality and craftsmanship. If for any reason you feel the service you received was not to the highest standard, please get in touch so we can understand what's happened and see to providing a solution you are happy with.

To raise a complaint about the service you've received, please get in touch using one of the following options: You can call our Customer Care team at +44 7437755583 Email us at customer care@lv57diamonds.com You can also use our Live Chat service or contact us via WhatsApp

CALL US

You can call our Customer Care team at +44 7437755583

EMAIL US

Email us at customer care@lv57diamonds.com

CHAT WITH US

You can also use our Live Chat service or contact us via WhatsApp

WRITE TO US

LV'57 DIAMONDS
Customer Care
Juniper Lane
London E6 5UR

CREATING YOUR COMPLAINT

To send a complaint, you will need to provide us with the following:

- Your full name and order number
- Details of your complaint
- Copies of any emails or other documents relating to your complaint
- What your ideal resolution would be

WHAT HAPPENS NEXT

We aim to respond to all complaints within 5 working days (Monday to Friday excluding bank holidays) to acknowledge we've received it.

Within 5 working days of receipt, we will provide a full response to explain how we've resolved it. In some circumstances, we will be unable to resolve your complaint and may either request additional information to help with our investigation or may advise that we require more time in order to reach a satisfactory resolution.

If your complaint relates to a finance agreement, we may need to refer you to the finance partner in question. If this is the case, we'll explain this in our response. Please be assured that we will do all we can to resolve your complaint as quickly as possible.

THE FINANCIAL OMBUDSMAN SERVICE

If you are not happy with our final response you have the right to escalate the complaint to the Financial Ombudsman Service. You can do this up to 6 months after receiving our final response.

Please note, the Financial Ombudsman Service will only consider your complaint once you have received a final response from us. Please note that they are only able to deal with complaints which relate to purchases made in the last 6 years, or within 3 years from when you realised you had cause for complaint.

When we send you our final response, we will also provide you with a copy of the Financial Ombudsman Service's Explanatory Leaflet. Alternatively, you can obtain a copy from:

- **Post:** Financial Ombudsman Service, Exchange Tower, London E14 9SR
- **Online:** www.financial-ombudsman.org.uk
- **By phone:** 0800 023 567 *
- **Standard Telephone:** 0300 123 1 123 *
- **Outside of the UK:** +44 20 7964 0500