

To help you decide if you wish to send us your jewellery we have compiled a list of the most common issues that we have. We are also happy to answer any questions you may have prior to sending your jewellery to us. You can also send a photo for us to view.

We typically take 2 to 3 days to carry out Rhodium Plating. We do not carry out the service Saturday to Monday so are typically longer if your jewellery arrives on a Friday or Saturday and quicker if it arrives Monday to Wednesday.

We are also slower when we have staff holidays, but this will always be displayed on our rhodium plating page in advance so please always check the page.

- 1) We do get sent a fair amount of Swarovski jewellery, Swarovski jewellery is not precious metal and is high end costume jewellery. As a result, we are not able to work on Swarovski or any costume jewellery.
- 2) Worn or laser hallmarks. In the process of polishing the rhodium off the ring, if you have a worn or laser engraved hallmark these can be polished out during the rhodium process. It is possible for us to not polish the inside of a ring, but we would not be doing the best job possible for you.
- 3) Rhodium plating yellow gold is usually successful on items that have low wear such as earrings and pendants. We do not advise rhodium plating yellow gold rings as the plating does not usually last long.
- 4) We can only rhodium plate silver and gold jewellery. If the item is not silver or gold, then unfortunately we are unable to rhodium plate as the item will contaminate our rhodium plating solution.
- 5) Our equipment is relatively small and only capable of doing jewellery. Large items such as very heavy necklaces or silver ware are too large for our tank. If in doubt, please feel free to send a picture.
- 6) We are only polishing and rhodium plating your jewellery. We can not remove defects in the metal such as pits, porosity or sizing join marks on rings. Also, we are unable to remove deep scuffs or dents as part of the rhodium plating service.
- 7) Occasionally we receive rings in where the stones are loose. If this is the case, then we will advise you prior to working on your jewellery with the options of us securing the stones or returning to you undone.
- 8) We do not guarantee the security of any stones unless we have tightened or set them. Our process does not interfere with the security of the stones other than cleaning any dirt away from them, see point 9.
- 9) Occasionally a stone may seem secure, but it is being held in by the debris behind the setting such as solidified soap. Upon cleaning this away the stone may then fall out in our cleaning tank. Although this may sound bad it is actually a good thing. The stone fell out in a controlled environment in our cleaning tank where we can retrieve it and reset it. If you had continued wearing then this stone would have fallen out later, and probably been lost.

- 10) You may request us to check and secure all stones in your jewellery at additional cost. We would then offer a 1-year guarantee on all stones. We may however decline to do this if the item is either very worn or badly set.
- 11) If rings are badly scuffed and marked and require additional work, then an extra charge of £5.50 will be charged (£30 in total)
- 12) If your ring has a different finish such as brushed finish, please send us a photo prior to sending to make sure we can replicate the finish.
- 13) If your item has different colours of gold, then rhodium plating will make everything white. We can retain the different colours by masking them off. This however takes additional time to do so an extra charge is usually made.