

FAQ

1. How do I unsubscribe?

If you no longer wish to receive any further email messages relating to our products and services or promotions or any communication from us you may click 'Unsubscribe' at the bottom of the email. You can also email us at info@royalgifthouse.com and we will be happy to oblige.

2. How do I make an order?

Its easy as pie!

- Choose the products you would like to buy. Create a log in or process as a guest (you can still register later).
- Add products to your baskets and hit the button 'Buy Now'
- Choose and add delivery option (we can arrange deliver to your home, work or collection point if within UK)
- Add your address, mobile number and email address
- Use preferred payment method(Visa/Credit card/debit/PayPal or bank transfer for international customers) and confirm order
- You may also download app and shop
- A receipt of order will be sent once the order has been processed successfully

3. How do I track my order?

You will receive confirmation email with your order number and another email from shipping company with the tracking details.

4. Can I order items which are out of stock?

'Out of stock' means currently the item is unavailable for sale. Send us a message on the feedback form or email us at info@royalgifthouse.com to notify you of when the product is back in stock. Please note that most items are customised with the manufacturer and are only available for a limited period of time therefore the availability of some product lines may vary.

5. My order is delayed what can I do?

On the rare occasion that your order is delayed please check your email or messages for updates. Normally if a delivery has been unsuccessful for any reason a new delivery time frame will be shared with you. Use the tracking number on your email message from the shipping company to get an update on your order.

6. Do you deliver internationally?

Yes, we deliver worldwide, with few exceptions. The shipping charges varies from EU to rest of the world, apart from the shipping charges VAT may be payable on the amount depending on the destination. You will be able to view your shipping charges at the checkout page for your selected destination.

Select the country in the order page, the payment will be determined by the weight of the parcel or a flat rate fee may be applied.

Customers who are ordering from outside of the UK may use their debit/credit card. PayPal or bank transfer as methods of payment.

Bank transfer option is currently unavailable, this will be available in due course.

Delivery timescales are between 10 to 15 days. Upon successful payment the tracking details will be sent as soon as order is shipped from the UK.

7. Do you offer free delivery?

We offer free delivery on all order over £50 within UK and free delivery on all orders over £200 worldwide

8. What do I do if I want to make a complaint?

We are here to help you and we always want to ensure you have a seamless experience with us, however in the event that something has gone wrong or you are dissatisfied about any aspect of your dealings with us you may submit a feedback form which you can find on our website. Alternatively, you may email us at info@royalgiftshouse.com and we will endeavour to resolve at a reasonable timescale. We will keep you informed as to how we are resolving your issue.

9. Do I need to pay VAT or tax if I am ordering from abroad?

The Vat/tax will be calculated at the end of the checkout this is will be applied according to the country you are ordering from in some cases UK rate maybe applied.

10. Can I change delivery date of my order?

Unfortunately, once an order has been placed the shipping details will be sent to our logistics so we are unable to honour specific delivery date requests.

11. How do I find out my ring size/ which size is suitable for me?

Ring Size Guide: If you are in any doubt as to what your ring size is then a quick way to find out is to simply wrap a piece of cotton around your ring finger and then measure the length of the cotton against a ruler to give your ring size in millimeters. Use the ring size chart below to see what your corresponding UK and US ring size is or alternatively simply visit your local jeweler with an existing ring and have them size it or if the purchase is for yourself simply have them message your finger.

Measured Length

Inches	mm	US	UK	EU
1 15/16	49	5	J	49
2 1/16	52	6	L	52
2 3/16	54	7	N	54
2 5/16	56	8	P	56
2 7/16	59	9	R	59
2 9/16	62	10	U	62
2 11/16	64	11	W	64
2 13/16	68	12	Y	68